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ABSTRACT

This report documents an investigation which was conducted to determine how the University of California, Santa Barbara (UCSB) Library can best use its facilities, space, and equipment to meet the needs of users; provide a safe, comfortable workplace for staff; and house and protect its collections. The task force methodology is described, and findings and recommendations are presented for six major areas of concern: space needs/physical layout, equipment, maintenance and security, physical environment, signage, and managing the assignment of space. A 19-item bibliography is provided and the following information is included in 18 appendices: (1) the task force charges; (2) the task force action plan; (3) staff survey questionnaire; (4) department heads survey questionnaire; (5) staff and department heads survey results; (6-9) department heads interview questions, interview notes, summaries of interviews by department, and summaries of interviews by question; (10) walk-through observations; (11) summary of relevant responses to the user survey; (12) reference department relocation proposal; (13) ASF (assignable square feet) projections to 1995; (14) ASF tables; (15) library floor plans; (16) arts library space plans; (17) subject service centers proposal; and (18) service point referral study analysis. (KM)

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Report
of the
Task Force on Facilities,
Space and Equipment

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March 1986

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I. Executive Summary

The charge of this Task Force was to focus on how the UCSB Library can best use its facilities, space and equipment: to meet the needs of users; to provide a safe, comfortable workplace for staff; to house and protect its collections.

The Task Force identified planning assumptions, discussed ideal physical layout and optimum space needs, gathered data from staff, administrators and students, read and discussed planning documents, and observed current space assignments.

Findings and recommendations derived from this study fall into six categories:

1) Space Needs and Physical Layout. Several areas are in critical need of space for collections. Alphabetically, they are Arts, Black Studies, CTN, Government Publications, MIL, Oriental, SEL, and Special Collections. A critical shortage of seating space exists throughout the Library. Options for modifying existing physical layout are presented in this section and recommendations attempt to recognize the impact of new building space proposed for 1993 at the earliest, remote and local storage possibilities, and the changing environment which getting the catalog online will create.

2) Equipment. A need exists for more reliable and additional copying facilities; a more organized method of coping with microforms and better-designed space for microform readers; and replacement of lounge furniture with comfortable, sturdy furniture which will take less space and be more appropriate to the Library's purpose. Other equipment concerns are in the areas of personal computers, both for staff use and for patron access, and of audio-visual equipment. The Task Force recommends establishing a general library technician position to take care of the ever increasing demands of new, sophisticated equipment.

3) Maintenance and Security. Further efforts on the part of the library administration to improve building maintenance are strongly recommended. The new security guard positions are unanimously welcomed by those the Task Force consulted. The suggestion was made by some that more such positions are necessary.

4) Physical Environment. Consistent and widespread problems were reported concerning too much noise, erratic and uncontrollable variations in temperature, inadequate ventilation in some areas, and too much or too little lighting. Recommendations center on the need for expert help in several of these areas as well as in the next area which is:

5) Signage.

6) Assignment of Space. Advanced planning for the assignment or reassignment of space to accommodate new collections is essential, especially until the new addition alleviates the present space crisis.

II. Introduction

The charges for the Task Force included the areas of space needs for materials, users and staff; physical layout; future equipment needs; the management, maintenance and security of facilities; physical environment, including lighting, temperature, humidity and noise control; and signage. (See Appendix 1) In our action plan we were asked to identify optimal arrangement, environment and space requirements as well as examine existing situations to assure that facilities are used to best advantage. (See Appendix 2)

We discussed the objective of identifying optimal arrangements and requirements for public services but were constantly frustrated in reaching any conclusions. There are numerous ideals which apply to library service functions, but they are often at odds with each other. Three dichotomies that repeatedly appeared are those of material format versus subject content; proximity of service versus space needed for collection, staff and equipment; and functionalism versus aesthetics.

An example of the format difficulty was the suggestion that all current periodicals should be housed together for ease of processing and for simplicity in giving directions. Separation of subject collections and the provision of specialized service points for individual subjects, however, is a strong argument for having more locations rather than fewer. An example is the SEL current periodical section. There are plausible arguments for centralizing all current periodicals and just as valid arguments for housing the SEL current periodicals with the rest of the SEL collection.

As for proximity, it is not as clear which departments need to be near each other as might be thought, and the size of many departments precludes their being near all the appropriate services one might wish. The Task Force considered doing a service point referral study as was carried out several years ago by A. Antony, P. Gebhard and G. Peete. Time and timing (the given point in the academic quarter) precluded doing such a study, but an analysis of the earlier one was undertaken. (See Appendix 18) Two of the primary referral connections were between SEL and GP and between SEL and Reference. But SEL is one of the logical candidates to become a divisional library, a move which would make it more remote, thus contradicting the need for proximity.

The function and aesthetics discussion is not just a matter of policy but of judgment; unanimity of opinion on what is either comfortable or attractive is impossible as evidenced just by Task Force discussions. And most ideals of comfort are complicated by other factors. Carpeting, for example, is everyone's ideal for floor covering because it is comfortable and attractive and it cuts noise. However, it wears out sooner, requires more care to look good, and gives the building a shabby look when it becomes worn.

As our work continued, it became obvious that not only did we not have time to develop an optimal scenario, we did not think such a thing was possible. We have weighed the several "ideals" that bear on the particular issues that we examined, and attempted to elaborate on some of the alternatives that were discovered.

Of the subdivisions of our charge, we covered all aspects to a degree with the exception of preservation of materials. We were advised initially by our OMS representative to omit this area since it is an enormous subject to try to cover. We only touched on it peripherally when discussing other areas of concern such as environmental effects on materials as well as users and staff, storage of microfilms, and the special environmental needs that can be met in a new building.

The Action Plan indicated that we intended to focus on the present facilities' best uses and not examine the possibility of more space being available. It was after the beginning of our deliberations that we found out that the UL had begun discussions with the campus administration on the obtaining of another 100,000 sq. feet of library building in the form of an addition to the Main Library. We therefore included the proposed addition as a part of our deliberations.

Descriptions of present facilities, space and equipment are included in the Phase One Report and its inventory and in the "Walk-through Observations" made by the Task Force. (See Appendix 10)

Two additional suggestions were discussed as ideas but were not pursued to the point of recommendation for various reasons. The question of divisional versus centralized libraries was brought up by the Study Team and again by the Task Force. Since our UL is committed to the concept of a centralized library, the Task Force decided not to pursue the question of divisional libraries.

The second suggestion came in the form of a fairly detailed document describing proposed service centers based on subject concentration. (See Appendix 17) Not only does this concept depend on policy decisions beyond our scope but again we didn't have time to give it adequate consideration. The aspect of this suggestion that indicated private, large, specially equipped offices for subject specialists is touched on briefly but has ramifications and requirements that we didn't go into in depth.

Briefly then, the major constraint felt by all Task Force members was lack of sufficient time to produce an adequate document covering all aspects of our charge. This report represents a series of compromises among Task Force members concerning which areas of our charge to emphasize and how detailed to make the proposals.

III. METHODOLOGY

Our Task Force used most of the methods for locating and collecting data that were detailed in the action plan we prepared:

Planning Documents

We collected existing library and university documents including building programs for previous UCSB library additions, the Study Team's Phase One Report and other UC library building programs. These documents were useful in that they provided information on existing library space, how that space was acquired (a state formula based on enrollment and collection size), and how the space was assigned over time to various departments/functions. Some of the planning assumptions in the Phase One Report were specifically related to the charge of our Task Force and were adopted by us. Other UC library building programs were circulated among task force members, read and discussed in our meetings for a general overview of how other campuses are meeting the demands for more space, how that space is arranged, and other layout considerations.

Interviews with the University Librarian and Associate University Librarian

The Task Force met separately with both Joseph Boisse and Cecily Johns to discuss their expectations and their perception of library planning "ideals." Following these meetings, the Task Force discussed at great length how to identify and describe "ideals" for space planning.

Staff Survey

The Task Force prepared a questionnaire which was distributed to staff and Department Heads, to obtain their ideas about how space is presently being used, what changes they might suggest, additional space needs for the future, comments on environment and signage, furniture—the whole spectrum of our charge. 192 questionnaires were distributed, 53 were returned, a 28 percent response. The results of the survey confirmed for the most part, the Task Force's own feelings regarding space problems, additional facilities and equipment needs. In addition to the survey, we suggested to staff that they would be welcome to participate in our search for information by being interviewed by members of the Task Force. No one chose this method of airing their opinions. We did, however, receive a memo from a librarian who chose not to answer the questionnaire, but instead prepared a very thoughtful description of a possible future public services structure.

Department Head Interviews

Many Department Heads completed the staff survey. Our primary method of obtaining information from them, however, was by a structured interview. Each Department Head was given the list of questions ahead of time, so they could respond accurately and completely when the two-person team conducted

the interview (which was scheduled at the Department Head's convenience). Copies of the interviewer's notes were returned to each Department Head for additions/corrections. The revised notes were then compiled and analyzed. The Department Heads provided information on their perceptions of future growth in their own areas and also in the library as a whole. Again, there were few surprises in these interviews, but it seemed important to gather information from many sources and viewpoints, if only to confirm once again the obvious library problems with space, facilities and equipment.

Literature

One member of our Task Force conducted an on-line literature search. The books and articles listed were retrieved from the stacks for use by the Task Force. More books and articles were discovered by task force members on their own, and some were suggested by members of other Task Forces. Initially this material was circulated among task force personnel, but the volume of material to be read at a time when we were also involved with the staff survey and with interviewing, proved unwieldy. A bibliography was prepared, and abstracts were culled from most of the relevant books and articles. Some of the literature was too specialized, out of date, or otherwise not useful for our purposes.

Walk-through

Many of the task force meetings included long discussions of our own perceptions of which Departments/areas are overcrowded or would soon have serious space problems. After these discussions, the walk-through of the entire library system, the Main Library and the Arts Library, made each of us personally aware of the real space crunch. Problems which were previously discussed in a very dispassionate manner became immediate concerns. We observed, however, not only the crowded spaces, but also some areas where space is not fully utilized. Layout problems, excessive noise, problems with temperature control and ventilation were also experienced in the walk-through, making it one of the most effective ways of gathering information for the Task Force.

Other Task Forces' Information

As noted in our action plan, our Task Force did draw on other Task Forces for information. Specifically, the User Task Force included in their survey of graduates, undergraduates, faculty and staff several questions soliciting information on facilities and equipment. As with the staff survey and the Department Head interviews, these user surveys did not really pinpoint any new areas of concern, but again confirmed those problem areas of which we were already painfully aware.

Floor Plans

Finally, we considered alternate floor plans. Given the amount of space a particular department would require to maintain status quo, or

allow for some growth before the new addition is complete, we considered a number of options for moving functions around. There were a number of moves that would "fit", if the only consideration were space available. But because you can't change just one thing, it was soon obvious that our Task Force did not have the time or the expertise to plan for all of the ramifications following our attempts to make even minimal changes in the layout of the functions of the Library.

Other

Two methods listed in our action plan were not utilized: we decided not to make any site visits to other institutions, in part because of time limits, but also because we were unable to identify any reasonably close libraries that could be considered "ideal" in their use of space. Most members of the Task Force had visited at least one, if not more, of the other UC campus libraries, and we felt that together with the building project programs for many of the other UC libraries, the previous visits were adequate. We also did not interview any "experts".

The findings and recommendations which follow are based on these sources of information, together with long discussions among members of the task force, drawing on their own personal observations, experience, and knowledge of the Library and its functions.

IV.1. Space Needs--Physical Layout

The Task Force on Facilities, Space, and Equipment decided to combine its discussion of these two areas since one cannot discuss physical layout without also considering space needs. The physical layout of the building is directly related to the amount of space needed by the Library's departments. Since the last major addition to the Library in 1977, it has become evident that 1) the total library building does not have enough space for all functions, and 2) the existing allocation of space to departments needs to be reconsidered.

Findings

After the Task Force began its deliberations, the group was informed by the University Librarian that plans were underway to request space for a new library addition. The planning process and construction time for new building space in UC takes about 7 years. Therefore, if plans go forward without problem and funding is forthcoming from the State, there might be new building space for the library in the early to mid-1990's. The attached table (Appendix 13) shows the amount of space generated by the UCSB Library under the present space formula used by the State. The table should be considered as a rough projection of total square footage. The growth projections used for collections and for student headcount have yet to be accepted by the State. Additionally, the Library does not know the amount of growth space after occupancy the new addition will provide. Therefore, while the table is our most objective indicator of the space that we earn under the formula, there is no number of square feet on the table that we are assured of getting at a specific date in the future.

From discussions with the library administration, from interviews with department heads, and from its own deliberations, the Task Force determined that the following findings were important in our general discussion of space needs and physical layout. These "findings" might best be called "preconditions" or "givens" from which the Task Force began planning. They do not represent the opinions or recommendations of the Task Force; they should be considered as a framework or set of parameters most likely to be operative when one considers future space needs and physical layout of the library.

- 1) The new building space will be in the form of an addition to the Main Library, attached to the east end of the building, probably adjacent to the area now occupied by Government Publications.
- 2) The addition cannot be completed until at least 1993 and will be about 100,000 square feet of assignable space.
- 3) There will be no new building for the Arts Library.
- 4) There will not be a separate Sciences-Engineering Library building.
- 5) The Library's collections and staff will continue to grow as indicated on the space table, but there probably will be additions of gift collections (e.g. archival collections) which cannot be predicted.

6) The Task Force had lengthy discussions about the size of specific collections in the library and their value to the academic program. These discussions resulted in the decision that neither the growth rates of collections nor their perceived usefulness should be questioned in Task Force deliberations. Such concerns were beyond the purview of this study.

7) The Southern Regional Library Facility will be able to accept materials in 1987-88.

8) Local storage (outside present library space) will become available in the near future. The University Librarian has asked the campus for such space as soon as possible.

There was also a series of specific findings about our existing library space and layout which the Task Force discovered through interaction with library staff and department heads and through its own deliberations. The major findings related to existing library space and layout include:

a) There is a general perception that the Reference Department might better be located on the main floor of the Library. This came through in discussions with the University Librarian, the Acting Head of Reference, and some reference librarians and staff. Additionally, the concept of a main floor reference department is stressed in the literature.

b) The following departments are out of space for collection growth at this time: Sciences-Engineering, Map and Imagery, Arts (both Art and Music), Special Collections, Government Publications, Oriental, CTN, and Black Studies. This was determined by interviews with library staff and by the Task Force's own tours of all library areas.

c) In its deliberations, the Task Force felt that although the Serials Desk area on the first floor is not completely out of shelving space for new titles, the reading area deserves better-looking, more comfortable space, with more reader spaces.

d) There will surely be fluctuations in staffing and changes in activities caused by automation in the Cataloging and Acquisitions Departments, but neither are in immediate need of additional space, nor does their location in the building need to be changed.

e) The Administrative Offices of the Library do not need to be moved or enlarged.

f) There are a few areas in the eight story stacks that are now crowded, but in general, the stack areas in the eight story section and the four story section have a significant amount of growth space available. This space could be obtained by shifting and utilizing the lowest shelves, the top shelf, or both.

g) There has been a pattern of adding stacks to what were formerly seating areas when collection growth space is needed. This need for stack space, coupled with the dramatic rise in student population in the past several years, has resulted in a severe shortage of seating. State standards for library users show that the UCSB Library is now 1,000 seats short of recommendation.

h) There are several areas in the eight story and four story sections where seats or stacks could be added by rearranging existing furniture or stacks. These include the seating area on the fourth floor of the four

story building and the elevator lobbies of the eight story building.

i) The design of individual staff work stations varies considerably throughout the Library. Many are defined by the requirements of the job, but others happened by default or historical accident. Many workers could benefit from quiet, private space. In addition, subject specialists need space for consultation with their clients. It is possible that in the future, subject specialists will need to have immediate access to a variety of types of equipment that will need appropriate wiring. The difficulty in designing work space is that some work is facilitated by having the workers accessible to each other and their supervisor for ease of consultation or other job requirements.

Recommendations

The probability that there will be an addition to the Library in the early 1990's is a welcome thought, but it also forces consideration of both short-term and long-term recommendations for the Library's space problems. The Task Force realized that the space situations of some library departments demand immediate attention. However, any short-term moves must be consistent with the ultimate configuration of the new addition. The Task Force used information from a number of sources, as mentioned above, but learned a great deal about the possibilities of various moves through its own extended discussions. Such discussions revealed both problems and possibilities for relocations that might not be apparent in casual discussions.

The Task Force had difficulty determining the appropriate level of detail that needed to be addressed in considering library moves. For example, preliminary discussions with library staff and administrators on departmental moves revealed that the move of the Reference Department to the first floor was popular conceptually. However, how the relocation would actually "fit" or how the secondary moves caused by the relocation would be handled had not been considered in detail. The Task Force felt an obligation to consider the "details" of such moves, but also realized that it was clearly impossible to address everything that needed to be considered in each potential relocation. The waves caused by a single relocation (e.g. Reference to the first floor) touch many areas and functions, as one might expect in an organization whose departments and services are interdependent. The move of Reference involves: Reference, MELVYL terminals, shelf list, possibly the creation of a reference "collection", SEL access to the shelf list, major stack shifts to accommodate displaced first floor collections, interlibrary loan access to reference tools, first floor patron traffic patterns, possible rehab of lobby, recarpeting, significant electrical and telecommunications work for offices and terminals, and various aesthetic concerns. It was clear that the Task Force did not have the time or the expertise to consider a detailed plan of relocations for all possible library moves.

The course of action followed in these recommendations is to treat

relocations with differing levels of specificity. The move of Reference and the ripples it would cause are discussed in some detail, while other moves are offered as possibilities which need more investigation and discussion.

The discussion of the physical layout of the library may be considered in several segments. There are possibilities for relocations before the new addition is constructed and there is the configuration of library space when the new addition is available. Outlined below are:

Plan A: Interim moves which could be made prior to the construction of a new addition. This plan contemplates major departmental moves and the expenditure of significant amounts of staff time and money to accomplish them.

Plan B: This is basically a holding pattern relying on local storage and a series of modest and inexpensive modifications to the library to get through the intervening years before the new addition is available.

Plan C: Possible configuration of space with the new addition in place. This is seen as a potential layout of spaces whether Plan A or B is used for the interim.

Possibilities for Relocations

Plan A: Interim moves prior to the new addition

There is a series of possible moves which could be made in the next several years--before the construction of a new addition. The key to the moves is the relocation of Reference to the first floor. The Task Force does not believe that this move should be made until the card catalog has been converted to machine readable form and is available through an on-line catalog, whether that be MELVYL or a local system. The move of Reference makes available the space on the second floor which sets into motion a series of other moves. An overview of these moves would be:

1. Reference Department moves to south end of first floor, after conversion of the card catalog is completed. Reference offices move to Room 1575. CTN/Black Studies and Microforms stay.

Rationale: Placing the Reference Dept. as close to the entrance of the Library as possible is a widely accepted ideal; the Information Desk can be relocated to the entry area to direct patrons to the Reference Desk or other library areas, and still be used as a back-up telephone answering point, etc., as it now is.

2. SEL expands into present card catalog area. In this expansion, the SEL Reference Desk should be relocated to provide greater visibility and easier access.

Rationale: SEL needs additional space for both collections and readers. The card catalog area is the only area on the same floor adjacent to SEL. Also, the SEL Reference Desk is almost hidden now, and there is no easy access to it, especially for the handicapped.

3. Present collections on first floor (south) move to general stacks, necessitating a major shift of main library stacks, which will be needed in any case after moves of material to SRLF and/or local storage. Concurrently, a more adequate reference collection would be pulled from the regular stacks and shelved in existing first floor stacks.

Rationale: A substantial amount of shifting will be necessary once material is pulled for storage. It would be relatively efficient to do both this shift and whatever shift would be necessitated by pulling together a "reference collection" at the same time.

4. The Serials Department (except for Bindery) moves to the second floor area vacated by Reference.

Rationale: The Task Force believes that the Serials Desk area should be an inviting, comfortable space and should have more seating and stacks than it has at present. The more spacious, carpeted area vacated by Reference is an area that has these possibilities, even though there are some other drawbacks. The Newspaper Room (with expanded staffing) assumes control of microform area on the second floor. Much of present microform collection is backruns of newspapers. Classified staff in Newspaper Room, rather than Reference Librarians, may be the appropriate level for assisting patrons in use of microforms. (This idea needs further investigation in conjunction with the recommendations in the Equipment Section.)

5. Government Publications expands into part of the present serials office area.

Rationale: GP is in desperate need of stack space. Although the Serials office area is not contiguous to GP, it provides the closest interim expansion space. Since GP stacks are closed, access problems would not be made worse (except for staff time to reach materials).

6. MIL expands its collections area in other part of vacated serials office area.

Rationale: MIL is also in need of space to house collections. Serials area provides close expansion space.

7. Interlibrary loan moves into part of the space vacated by the Serials Desk.

Rationale: If Reference moves, ILL should also move to first floor. Considerations include: 1) At night, reference staff retrieve ILL materials for patrons; 2) ILL needs to be close to Reference Department materials for searching; 3) ILL, as a service operation, would profit from a first floor location.

8. A library classroom space is created from the other part of the Serials Desk area.

Rationale: The use of Room 1575 for Reference Dept. Offices creates the need for a large classroom space. The proposed area would be on the first floor, as close to Reference as possible. The library needs a classroom space designed specifically for classroom use, with appropriate

audio-visual equipment, telecommunications, and campus hook-ups. The present space (Room 1575) was not designed as a classroom and has obvious deficiencies. The appropriateness of the proposed space for this purpose needs to be investigated. The Library does have another smaller classroom suitable for 20-25 students in the Curriculum Lab, which has some of the required facilities.

9. High priority is given to cataloging the "X" collection and religion materials now located in the Cataloging Dept. stacks. Cataloged materials are dispersed to general stacks, are shipped to local storage (or to SRLF), or are incorporated into Special Collections (i.e. parts of religion collection). Part of present Cataloging stack area is walled off and annexed to Special Collections.

Rationale: Special Collections is another area in need of additional stack space. The Library's recent acquisitions of large archival collections exacerbates this space problem. The present Cataloging stack area is contiguous to Special Collections, would not compromise stack security, or require Special Collections staff to leave the department to get to additional space.

10. Music and Art materials are sent to local storage as needed.

Rationale: The Task Force sees no possibility of rearranging space in the Arts Library to better advantage. As space in the Main Library is also at a premium, there is no advantage in moving materials to the main building. Until the ultimate solution of the library addition is available, local storage (or SRLF) seems to be the only real option.

11. No basic changes in location or space for: Circulation, Cataloging, Acquisitions, Administration.

Rationale: The Task Force believes that these areas function adequately in their present locations and space.

While these descriptions outline the basic moves, there is obviously a great deal of planning and detailed considerations which would need to precede implementation for each. There are also many advantages and disadvantages which need to be considered, not the least of which is the funding needed for these relocations. An example of the next level of detail in planning such moves is included as Appendix 12, which discusses some of the considerations for merely moving Reference to the 1st floor.

Plan B: Holding pattern until new addition is available.

A second possibility for housing the library's collections and users in the interim period before the new addition is built is essentially to maintain present operations and locations, using local storage and the SRLF to alleviate space problems which are most critical. This approach recognizes that any moves done prior to the new addition are really interim ones which might be rethought when new building space is available. The major advantages and disadvantages to this approach are:

Advantages of staying put

1. Knowing the date, location, and size of the new addition will add greatly to the Library's ability to plan effectively for the new configuration of space.

2. The cost of interim moves will be extremely high. One area of expense would be the staff time and energy to plan and execute the moves, shift practically all the collections, and alter bibliographic records.

3. Another area of great expense would be the actual funds needed to make the moves. This would include funds for rewiring, lighting, carpeting, construction of walls and stacks, etc. Need for funds would come at a time when the library will be trying to implement an expensive integrated bibliographic system, which most feedback from library staff indicates is the first priority.

4. The basic move of Reference (outlined above) is predicated on the conversion of the card catalog and the availability of catalog terminals. One might assume that normal slippage in recon activity (e.g. the start of REMARC is already two months delayed) would drive the Reference relocation date closer to the new addition date, and therefore weigh against such a move which would better be contemplated when firm information and dates for the addition are available.

5. Any move or series of moves prior to the new addition does nothing to address the basic problem of too little space. Almost all moves outlined above are driven by the need to expand collection space. Inevitably, such moves will result in the further erosion of reader space, since very little new space within the buildings is being obtained. Further reductions in reader space should be avoided if at all possible.

6. There are some existing problems that can be addressed by relatively minor and inexpensive moves and accommodations. These include, but are not limited to:

a) Rethink the purpose of the Information Desk and move it to the entry floor, immediately adjacent to the entrance, or create an additional information desk there to provide purely directional information at that point which would relieve the burden at Circulation and would be of immediate benefit to users.

b) Consider the expansion of Special Collections into the "Cataloging" stack area.

c) Create a "central" reference collection on the second floor. Massive shifts of the basic A-Z classification run are still necessary but are inevitable once material is pulled for storage.

d) Expand SEL into the card catalog area as soon as that catalog can be reduced or eliminated, relocating the SEL Desk as described above. Before this move occurs, clear the individual study tables out of the corridor between the Online Room and the SEL desk and relocate the MELVYL terminals also located there. This would create an unimpeded access route to the SEL desk, especially for the handicapped.

e) Use funds that would have been expended on major moves to establish a truly responsive retrieval program for local storage. e.g. a full-time staff member and a vehicle making three or four runs daily to

local storage to retrieve materials which need to be deposited by those departments which will have no space relief until the new addition is built: Art, Music, Government Publications, MIL.

Disadvantages of staying put

- 1) The Library is forced to rely on remote storage for much of its collections until the addition is built.
- 2) The philosophical belief that Reference should be on the first floor is ignored.
- 3) The Library admits that there is little that can be done in the short term to improve space needs or department locations.
- 4) The move into the new addition will require some significant relocations of functions in the existing building. The "holding pattern" approach gets the library no closer to the ultimate configuration of space desired when the addition is available.

Plan C: Basic library configuration after new addition is built.

A third area for consideration is the configuration of library space when the increased square footage of the new addition becomes available. The configuration of space suggested below is based on the findings listed above: the new addition will be available around 1993, it will contain approximately 100,000 sq. ft., and it will be located adjacent to the present Government Publications Department. When the addition is available, the following series of events is suggested:

- 1) SEL moves to new addition.

Rationale: SEL is in critical need of space, both for readers and for collections. Because of the separate nature of the subject, it can be moved more easily than some other functions. It is a somewhat self-contained unit. Also, given this campus' emphasis on the sciences in recent years, one might expect significant growth in these collections and services (Present SEL square footage: 35,000 asf; proposed for new addition: c.60,000 asf.)

- 2) MIL moves to new addition.

Rationale: Essentially the same as for SEL with the added consideration that planning for MIL in the addition will allow construction of appropriate building services and environment to house the specialized equipment and collections of this laboratory. (Present MIL square footage: 9,000 asf; proposed for new addition: c.20,000 asf)

- 3) Compact storage for collections is built into the new addition.

Rationale: It is clear that any construction of new library space lags behind the need for such space. The library should plan for differing levels of use of its materials and take advantage of the opportunity to build-in as much storage space as possible for materials of lower use. (Proposed for new addition: c. 20,000 asf, or space for 500,000 vols. in

compact storage).

- 4) Reference Department moves to first floor.

Rationale: Advantages cited above, plus the ability to provide sufficient space and rehab funding through incorporation of Reference move into general plan for new addition moves.

- 5) Art Section of the Arts Library moves to part of the vacated SEL space.

Rationale: With no new building planned for the Arts Library, either the Art or Music Section must move. Keeping the Music Section in the Music Building seems appropriate. The Art Section can be given sufficient stack and reader space in the former SEL area which would be rehabbed for Art Section functions.

- 6) Music Section of the Arts Library expands into vacated art space.

Rationale: See Art move above; also, present Music Listening Desk on second floor can expand when other music functions move downstairs. Rehab of second floor for music listening would provide additional, needed listening rooms and take advantage of existing Music Desk distribution system.

- 7) Government Publications expands into vacated MIL space.

Rationale: Vacated space is contiguous and provides for housing and growth of GP collections and readers.

- 8) Serials Desk moves to vacated Reference space.

Rationale: As indicated in Plan A above.

- 9) Special Collections expands into vacated Cataloging stacks and may expand into Room 3591.

Rationale: As indicated in Plan A above. As additional stack space is needed, Special Collections can utilize Room 3591, since seating will be available elsewhere in the Library at that point.

- 10) Administrative space is reconfigured, using part of 3591, to include library personnel function.

Rationale: Present Administrative Offices did not include area for library personnel function. Separation causes communications problems and duplicated records. Moving Personnel will restore faculty carrel space and place administrative functions together.

- 11) Circulation, Cataloging, and Acquisitions Departments remain in present locations.

- 12) Individual offices with appropriate wiring can be planned in the new building or renovated space for subject specialists and other workers as appropriate.

- 13) Emphasize the importance of consultation between architects and

librarians in the course of planning the new building.

Final recommendations

The Task Force has looked at some of the considerations in planning for interim or permanent moves to provide better or additional space for library functions. The ability to make some or all of these moves depends in many cases on information that is not presently available. This information includes:

- a) date of new addition
- b) funding for rehabilitation caused by interim moves.
- c) date of completion of retrospective conversion/availability of on-line catalog
- d) campus politics on relocations of SEL, Art, Music

Also, it is clear that a great deal more investigation needs to be done on the details of all the moves suggested above, on the related decisions, such as the use of compact shelving, and especially on the cost-efficiency of any major interim moves.

For these reasons, and for those considerations stated in the lengthy discussions above, the Task Force recommends the adoption of Plan B: the Holding Pattern. While this basic recommendation may be a disappointment, the Task Force believes that it is a prudent course, especially in light of rapid developments and very significant expenditures upcoming in the area of bibliographic access. It is significant that the user surveys conducted during this study did not indicate the need for major physical reorganization of the library. A large percentage were complimentary about service areas and functions; others clearly recognized the need for additional space.

The Task Force suggests that there are possibilities for improving the space and layout situation as recommended under Plan B and that the Library need not embark on a large-scale physical reorganization which would address interim or short term needs. It is further recommended that a broadly based group of non-task force members be formed to advise the Library Administration on the possibility of any significant moves including their timing, cost, and relationship to the ultimate configuration of the Library and its new addition. The Task Force suggests that the key to any significant moves lies in that relationship. When basic planning for the library system with the addition is firm, the planning for any significant interim moves can occur. To attempt to make ad hoc relocations without knowing the basic shape of library space in the 1990's might necessitate double the effort and expense.

IV.2. Equipment

The Task Force decided to divide the equipment discussion into the following areas which reflect the information gathered by the Task Force and appear in the order of the emphasis they received in surveys and interviews: photocopiers, micromaterials, furniture, personal computers, and audio-visual materials. But some discussions led to concepts that overlapped these sections:

Findings:

One idea that applies to several of the equipment sections is the establishment of a position of technician for all special equipment in the Main Library. The Music Library already has the equivalent in its recording technician position, which is deemed invaluable by the Music Library staff. The need for such a position came up during TF discussions regarding the increasing amount of time spent by staff members trouble-shooting all kinds of equipment. This person could carry out minor repairs, diagnose problems to be repaired by a specialist, and contact the appropriate specialist when needed. We see this position as being similar to Bob Ryan's for photocopiers.

Another concept which involves equipment but doesn't fit the above mentioned categories is the suggestion that the lobby areas of the eight-story unit on floors 4 to 8 be used in part by service desks--level and hours of staffing to be decided. The personnel at these desks would answer directional questions, provide help in locating material in the stacks on that floor, refer reference questions to the Reference Department, and provide security and basic maintenance for equipment located on that floor. The most useful equipment would be a photocopier, a MELVYL terminal and/or local catalog terminal and an inhouse phone for communication with the Reference Desk, the Catalog Assistance Desk and Security. The desk area might need to be secured, along with the equipment, if the desk is not staffed during all open hours. In the surveys, there were several references to more MELVYL terminals, located more widely and with printers. These issues are already under consideration by library staff and by the UC Division of Library Automation, so we have not pursued the concept beyond incorporating it here.

Recommendations:

1. Establish a general library technician position. This person would be responsible for all special equipment not under the care of the Photocopy Services, the Systems Office or the Arts Library. The types of equipment included would have to be defined quite clearly. The technician would carry out minor repairs and contact the appropriate specialists for more complicated problems. This position might be combined with the establishment of a microform service desk.

2. Establish a "remote" service desk on the fourth or sixth floor in the lobby area near the elevators and stairs. Decide on an initial level of staffing, probably regular staff at least part of the time initially so they can assess the level and type of use. Equip the desk area with a photocopy machine, a MELVYL terminal and a phone with inhouse capabilities at least. Assess the value of the service after a period of use adequate to allow the public to become familiar with it and to reflect the different needs of the parts of the academic quarter. Continue or discontinue depending on cost vs. amount of use. If successful, enlarge the service to other floors.

Photocopy Machines.

Findings:

1. Public copiers.

Nine public copiers are clustered just outside the Photocopy Room and an additional five are located at "remote" locations: two in the first floor Serial Reading room, one in RBR and two in the Arts Library, one on each floor. The clustered copiers are located on the second floor and in a straight line to the Reference Desk, around two corners from the SEL desk, directly adjacent to the SEL current periodicals, one floor above the Serial Room and one short walk and one staircase from Gov. Pubs.

The public photocopy area is congested since it is located in a corridor. Users are sometimes not aware of the three additional machines around the corner. Users sometimes aren't aware that the "key operator" is inside the room, and the clients don't inform the staff when equipment needs servicing. It was evident from the User Survey that some patrons are not aware of the range of services available from the Photocopy Room.

Convenience for the user is a major concern expressed by the users and the staff who ask for photocopiers at various additional locations throughout the Library. The question of maintenance vs. proximity to materials is the primary difficulty since the second complaint is old or (more to the point) non-functioning machines. A machine distant from the service staff and out of order (or even simply out of paper) is more frustrating than having to go to the central photocopy area, where the patron will find multiple machines as well as the multi-use cards for sale and the change machine.

Servicing of remote machines is a problem now, since staff at the remote points may not be available to service the machine when necessary or may not be sufficiently motivated to do so. When Photocopy Room staff must service the remote locations, it leaves the central location understaffed.

If proximity to the Photocopy Room for ease of upkeep is an argument

for not locating more machines throughout the library, the requests to keep the Photocopy Room open longer hours have more validity. There is a general desire to have the Photocopy Room staffed in the evenings and during weekends. Since the photocopying service must be self-supporting, more staffing is only possible at higher prices. Some services (microfiche and microfilm printing) are currently being offered at below-cost prices, but the trade-off is considered to be the reduction in mutilation of library materials.

Concern was expressed by clients and staff alike over the quality of the machines. J. Vasi recently reported in the Schedule and Report (Santa Barbara, Calif., University Library, Feb. 7, 1986, 1985-86, no. 15) that five new Savins were purchased and that some of the old Xerox 4000's were replaced with new 1045's. The machines are heavily used, and it is primarily upkeep not quality that is the problem.

2. Staff copiers.

There is negotiation going on now to get an additional staff copier to be located on the second floor, so it appears that the desires expressed in the staff survey to have more convenient staff copiers are being met.

3. Relocation of Services.

In planning for relocation of services, proximity to photocopiers should be kept in mind for staff and patron needs.

4. Future of photocopying.

As technology changes, more journals will be non-print either online and/or printed on demand or back issues will be kept on microforms. Staff use for multiple copies of memos and documents will probably continue even if the typewriter is supplanted by the word processor.

Primary recommendations:

The ideal scenario would be to have a copy service in its own space. The staff would be able to oversee the equipment visually and be much more aware of problems when they arose. The service would be available all open hours of the Main Library. In addition there would be copiers in additional "remote" areas, e.g. Government Publications. The Arts Library would have an integrated copy service including the management of its photographic equipment and copiers for micromaterials. However, this scenario would be limited by budgetary constraints and the knowledge that photocopying may not be so important in the future. Moreover as planning for new library space progresses, the parameters of the photocopying service will change. If SEL patrons are indeed the prime users of the photocopy machines, then the facility should be with or near the SEL Library.

1. Ongoing informal or systematic monitoring of the use of photocopiers. If use declines, replace older machines with alternate forms of replication, e.g. printers attached to online terminals. If document delivery increases and continues to use photocopying as part of its service, plan on enlarging the service.

2. When planning new space, consider including the photocopying facility to enable a better arrangement to be laid out with adequate wiring. Since the new building falls in the ten year range, declining photocopying may already be evident and this change will need to be included in the planning.

Secondary recommendations:

1. Increase the price of photocopying to enable the institution of longer hours and more machines. The card-operated machines, which not only save the staff the nuisance of dealing with coinage, enable the charging of non-standard amounts. The cards can be sold at discount and still reflect an increase in price.

2. Locate additional public-use machines in high use areas. Locate them near a desk that will take responsibility for them when the Photocopy Room is not staffed. Be sure that desk staff are properly trained and have the care of the copier in their job description so that they are motivated to take care of the machine. New machines have just been installed which are being monitored for reliability in the coin-op situation, and if they work out as fairly reliable could be used. Some suggested areas are GP, near the Reference Desk, Serials Reading Room (a third machine), the Newspaper Room, perhaps between GP and the Serials Room in the niche next to the exit desk. If "remote" service desks are established as suggested above, such desks would be an appropriate location for a photocopier. The increase should be discussed further to decide on appropriate locations and a logical sequence of addition. Machines will be added gradually as funds from the increased prices permit. J. Vasi reports that "remote" machines can be installed with both a card operation and a coin box so both types of users can be accommodated. These additional locations should be monitored for use and mis-use, and the copiers relocated as necessary.

3. Recommend consideration of re-designing the present photocopy area if it can be done without too much expense since the area will be moved or changed in other ways beyond 5 - 7 years.

4. Post the location of additional copiers at the "remote" machines. Post the information that additional machines are around the corner from the main bank of machines.

5. Recommend some advertisement of the additional capabilities of the Photocopy Room. Users asked for existing services to be instituted on the survey, because they didn't know that the services are provided. Other extra services requested probably shouldn't be provided because of the low

demand and the services' availability elsewhere on campus, e.g. color photocopying, copying transparencies and paper to fiche.

Microforms.

Findings:

The surveys of staff and users turned up a smaller number of requests for more and/or better readers and printers for microforms than for photocopy machines, but there is a definite concern with the quality of service. Dept. Heads involved with microform materials all voiced a desire for a good level of service for microforms. The Task Force observed the haphazard appearing arrangement of the microfilm readers in the Main Library and also discussed the worth of the current storage setup for microfilms there. The Arts Library at least has an interior room for its microform viewers but that library's general lack of space is being felt in its microform area as well.

A significant problem with microforms is the lack of availability of sturdy, good resolution, low maintenance machines. The reader station-type, automatic advance microfilm readers in the Main Library were the top of the line when purchased but have not held up that well with the heavy use that they get. A tangential problem is finding decent copiers to use in a self service situation. Microform printers are located with the photocopy service partly for service, but mostly because they cannot be made into coin-op machines. As a result several of the surveys included requests for services that exist but are not located near the readers. Microfilm paper copies are one of the services offered at the Photocopy Room below price. Microform copying is in addition an extremely labor-intensive activity.

In a world of increasing information and decreasing space, microforms are becoming more common especially as a way of managing periodical and serial runs. Conversely, as other technologies such as optical laser discs, improve and proliferate, will microforms be superseded? Perhaps it is unlikely that libraries will be able to convert microforms to newer technologies and that format will remain as one part of the collection. It has also been proposed that microfilm be used as "the permanent storage medium for both human-readable and machine-readable records" by a task force of the National Archives and Records Service in Washington D.C. (Mayfield, p. 366)

Primary recommendations:

1. Centralize microform areas as much as possible. Users are mostly interested in good service (i.e. good machines and available staff to help) and some asked for a microform room specifically. The Task Force discussed locating microforms with related materials in other formats (e.g. Newspapers on microform in the Newspaper Room), but, in this case, locating

the material with its equipment in a centralized area seemed most efficient except for the major subject divisions already in place, SEL and Arts, and for those materials that require specialized staffing because they are uncataloged, e.g. government publications, technical reports, and microforms in Special Collections. Investigate moving the microform printing activities to that area.

2. Design and locate microform areas that would be appropriate for the equipment. Lighting and windows would be located so as to facilitate use of the readers. Machines would be located where they would not disturb other users. Microforms would be stored in cabinets that would give the most efficient use of the space and preserve the films best.

3. Continue to try to locate the best possible machines for our needs. Investigate other brands. Perhaps we could have fewer machines but better ones. It has been suggested that the Library should have an on-going replacement system for this type of equipment, so that we would at least have the assurance of new machines on a regular basis.

Secondary recommendations:

1. Investigate redesigning the present microform area in the Main Library. Students push the table top machines to one side so they can use the space to study there. The large table in the middle is in the dark and is neither good study space nor a good place for group study. If the Ref. Dept. is to move and the microforms move with it, this redesign should be done as simply as possible or omitted.

2. Move the microfilms into cabinets for better preservation and use of the space. The cabinets will be useful wherever the microfilms are ultimately located.

Furniture.

Findings:

1. Quality and comfort of furniture. All Library users and staff agree, as expected, that furniture should be attractive, comfortable and sturdy. The difficulty lies (1) in reaching an agreement as to what is comfortable and (2) in knowing how long a given piece of furniture will last under the kind of use it will receive here. The purple upholstered chairs gave indication of being sturdy when purchased by consideration of who the maker was, how much they cost, and their construction. However, three conference rooms are currently tied up as storage and repair areas for these chairs. One is inclined to opt for truly institutional furniture which will at least stand up over the long run, in spite of complaints about drabness and the generally expressed desire for more aesthetically pleasing surroundings. Ralph Ellsworth and Keyes Metcalf, writing in Planning the Academic Library, refer to some chairs in the Lamont Library that have been in use

for 19 years "and only one has had anything happen to it in that time." The chairs are described as "comfortable as well as being sturdy." The problem with chasing down the source for such exemplary furniture is that the company may now be out of business or using entirely different construction methods (Brown, p. 94).

The question of comfort may best be solved by having a mix of furniture, everything from arm chairs for new book and periodical areas to individual study carrels with simple upright chairs and large tables for group study, all of which represent our current state except for the sofas and bean-bag chairs.

Although a few users asked for more bean bag chairs, the preponderance of feeling of users and staff alike is that the Library is intended for study and research. Lounge furniture is not only inappropriate but encourages the kind of social behavior that is contrary to the uses of the Library. The many complaints about partying, socializing, litter and noise indicate that most users do want to use the Library for study and research. Moreover, the bean bag chairs take up considerably more space than any other form of study furniture.

Carpeting was mentioned occasionally by staff and users and the Dept. Heads. Some respondents want more, others want traffic areas un-carpeted, and others simply want the carpet maintained.

One of the Dept. Heads pointed out that several index tables had been damaged in the 1978 earthquake, and, although they have been repaired, they remain a potential safety hazard. The Task Force also observed this situation when they visited the area.

Concerning efficient use of space, it was observed that some of the free standing carrels are wider than the standard.

2. Design of the main Reference Desk. There were several references to the awkward design of the main Reference Desk. It was built so that the staff can be seated but does not have seating provided for the patrons so that they must bend over to look at printed material and the staff must crane their necks to look at their clients. Ellsworth and Metcalf recommended a high service desk that would put the staff on eye-level with a standing patron (Brown, p. 95).

3. Miscellaneous requests. There were occasional miscellaneous requests for other furniture from the users, e.g. lighted drafting tables, kick stools in the "bound periodical" section, more visible clocks, requests for more lockers in Arts and the Main Library. And there was a complaint that there are too many display cases.

4. Staff furniture. There were a variety of remarks about and requests for improvements in staff furniture. This improvement would indirectly support public service as it would improve staff morale and productivity.

Suggestions primarily took the form of requests for posture chairs and modern desks.

Primary recommendations:

1. Establish the philosophy of library use that supports study and research. Purchase furniture that encourages that philosophy.
2. When designing new service desks, be aware of how they will be used. The desk should either be high enough to allow the patrons to stand and the staff to be seated on tall chairs with foot rests or should be at normal chair height and have an overhang and stools for the clients. Consult staff who will be using the desk and have experience with such installations. Look at successful installations in the Library and discuss how they are used with the staff that uses them.
3. Continually monitor the condition and use of the furniture. Continue to repair broken furniture or discard it as necessary. Monitoring the situation has to happen first. Certain personnel (perhaps shelveers or security guards who circulate more frequently in the public parts of the library) should have this as a regular assignment for all public areas.

Secondary recommendations:

1. Replace the bean bag chairs with either study carrels or tables. This is not intended as an interim space saving suggestion, but a reflection of the policy of appropriate library use. However, it should save space as well.
2. Redesign the main Reference Desk unless moving the entire Dept. is imminent. If the Dept. is moved, the desk should be carefully designed with the input of the Reference Staff. (See 2. above.)
3. Search out libraries with good results in long term use of furniture, e.g. contact Lamont Library for the name of the company that produced those exemplary chairs and ascertain whether the chairs are still available and of the same quality. This information can be used whether replacing broken chairs, adding work stations or furnishing new library space.
4. Consider cutting down over-size carrels (if possible) to create more study space for the short term use. It may not be possible, and perhaps these carrels can be converted to work stations for word-processors or some other use that would use their larger work space to advantage.
5. Replace the index tables damaged in the last major earthquake, or reinforce them.

Personal Computers

Findings:

Staff and user surveys turned up requests for personal computers to be available in the library. Some wanted "pc's", some wanted "word-processors" specifically, one just wanted a place to put a privately owned computer in the library occasionally and one faculty member asked for "loaners" for grad students. The patrons who are familiar with other institutions that have pc's for their clients expect the service here.

The Dept. Head interviews also indicated the desirability of having pc's for patrons. It was suggested that word processors should replace the function that the typing room supplied.

Discussion at Task Force meetings raised the issue of the necessity for a policy decision by the library administration with regard to supplying personal computers for varying purposes. The Group identified three potential uses of personal computers within the Library: 1) for staff use in performing aspects of assigned duties; 2) for patron access to reference databases online; and 3) for patron use in taking notes, writing papers, etc. The Task Force realizes that the administration is currently working on establishing policies for staff use of pc's, but is not aware of any work on areas 2 or 3.

Primary recommendations:

1. Continue developing a policy for library staff use of personal computers. Consider the economic trade-offs in responding to staff requests for typewriters or word-processors instead of pc's. A pc can perform as a typewriter or word-processor, it can do more, and, if that staff member would have any foreseeable need to be trained on a pc, it could well be more efficient to opt for the equipment with more capability at the outset.
2. Address the issue of developing a library policy on patron access to pc's in the library. Approach both aspects of this issue: 1) patron access to databases online (such as indexes and other in-house files developed to better access parts of the UCSB library collections); and 2) patron access to pc's for personal use.

Secondary recommendations:

1. In designing new library space, or when renovating existing library space, always consider the possibility of eventually wanting to install pc's and associated hardware in a particular area. Make all necessary electrical and space allowances in advance if possible. The noise created by such equipment should also be considered when planning for their location.
2. The necessity for networking locally, e.g. to the Computer Center, or to remote data bases indicates a need for data circuit conduits to be

generally installed in new space.

Audio/visual materials.

Findings:

Findings in this area are limited to some responses from users who requested the establishment of variously equipped and staffed AV centers in the Library and the mention by the Head of the Arts Library of the intention to include an AV center in any new design for the Arts Library. The Arts Library's concern with these materials is obviously substantial because of the nature of the material both art and music deal with. In other subject areas, the need may be more peripheral or simply manifest itself to a lesser degree.

Task force discussion of audio-visual equipment and space needs was minimal because of time constraints. Conclusions reached by this limited discussion were: 1) the requirement for audio-visual equipment in the Library is derived from collection development decisions regarding the need to incorporate audio-visual formats in the Library's collection; 2) the Library Administration has responded to individual requests for audio-visual equipment based on the justification for each request; 3) the Library Administration attempted to establish a position of coordinator of audio-visual materials and equipment in the Library in the 70's, and the effort was discontinued; 4) Learning Resources provides audio-visual equipment for class use; 5) Learning Resources provides technical expertise to service audio-visual equipment on campus to a limited degree and on a recharge basis; and 6) added to the many other types of equipment used through-out the building, the library staff time involved with teaching patrons how to use the equipment and providing stop-gap maintenance is growing.

Primary recommendations:

1. State clearly that responsibility for inclusion of formats requiring AV equipment rests with subject recommenders and that this responsibility mandates developing equipment proposals to support the collection.
2. Reconsider the need for coordination of audio-visual equipment requests and decisions by an individual or a committee.
3. Hire a technician to take responsibility for the coordination of maintenance of AV equipment. This person should have some capabilities in repair and diagnosis of problems and would be the resource person for contact when there are difficulties with the equipment. (See also Equipment. Recommendation 1)

IV.3. Maintenance and Security

Findings:

Users, staff, and department heads agree that building maintenance is a serious problem. Carpets are worn, furniture is dirty and worn, windows are not cleaned on a regular basis, the building needs new paint, and the main entrance appears sloppy and unkempt. These factors lead to, as one department head stated, an "embarrassing situation", rendering the Library a building which is not aesthetically pleasing. Discussion within the Task Force brought out the fact that the Library does not pay for building maintenance—it is the responsibility of the Physical Facilities Department who operate on their own budget. We also learned that the Library Administration has requested additional service and been denied, because Physical Facilities is not budgeted to provide the requested services.

Security was another issue upon which there was a great deal of unanimity. Everyone is happy to have the new security guards on board. Many feel such a move was long overdue and that we will need to increase the number of guards in the near future. The security risk represented by open balconies was mentioned by several survey and interview respondents. One department head told of seeing patrons throwing books off a balcony to someone below. The consistent effectiveness of tattletape was questioned as well as the lack of a fire prevention system in the Library. Discussion brought out the fact that no known system is available which would work in a large area or do less damage than a fire.

The security guards' presence is having an effect on the amount of food and drink brought into and left in the Library—a plus for building maintenance caused by an effort to improve security in the Library.

Primary recommendations:

1. When designing the new building, avoid the use of unsecured exterior space, e.g. balconies.
2. Lobby the campus administration to make it possible for Physical Facilities to provide better, more frequent building maintenance. Although necessary throughout the year, periods of heaviest use are obviously the most critically in need of improvement. Specific areas of concern include picking up at the main entrance and frequent clean-up and restocking of bathroom facilities. Paint and window cleaning routines should be done on a regular, more frequent basis in order to provide a pleasant, inviting atmosphere in which to work.
3. Either secure the balconies or close them.
4. Increase the security guard staff. The Task Force commends the implementation of the security guard positions. The establishment of these positions has already been effective, but more are needed to alleviate the many security problems inherent in a building of this size.

IV.4. Physical Environment

One of the charges of this task force is to investigate the effects of the physical environment on the staff, the users, and the books and other materials housed in the building. Ventilation (and temperature control), lighting, and noise control are three important elements of this physical environment; the first two are vital not only for the comfort and health of staff and users, but are crucial to the preservation of the materials being processed and used. Quiet areas in which to work and/or study are also essential for staff and users: noise from social conversations, typewriters, computer printers, book trucks, etc. are distracting to the point of seriously interfering with the amount and quality of work being done.

Questions relating to the physical environment of the Library were included in the Facilities staff survey, the User survey, and the interviews with Department Heads. In addition, environmental problems were noted on the Task Force's walk-through of both the Main Library and the Arts Library. Recurring environmental problems are mentioned in contributions to the "suggestion box" and in the comments and replies to those suggestions.

All of this data confirms what we already suspected to be true:

Findings:

There is a serious problem throughout the building in terms of proper circulation of air, and with temperature control. Some areas are too cold, some are too warm, most are stuffy and stale. Calls to Facilities Management result in workers arriving to make adjustments. They can only "adjust" the system that exists, but can make no real changes in equipment and/or design. The variations in temperature in different areas of the building affect the health, efficiency and disposition of the staff and users, as well as resulting in deterioration of the books, film, fiche, etc. housed in the stacks. Rare, scarce and valuable volumes have been transferred to Special Collections, where more reliable temperature and humidity controls exist. The main collection, however, is at risk because of the fluctuations in temperature and air circulation which are extreme.

Lighting is a problem in many areas of the library: too much light, or the wrong kind of fixture, creates as many problems as insufficient levels of illumination. Glare and eyestrain can cause headaches; inadequate levels of light mean that books are incorrectly shelved, or declared lost because the call numbers can't be read on top and bottom shelves. The wrong kind of light can also be damaging to paper and bindings. Sunlight beating in on books needing special care (as in the Arts Library cage area) is very damaging. Enough light for safety is also important--on stairwells, and in corridors. Mentioned several times in response to the

survey was a request for more light outside the main entrance. Several areas reported lengthy delays in having burned out bulbs/tubes replaced.

By far the most common complaint concerning the library environment is noise: students complain about student noise, students complain about staff noise, grads complain about undergrad noise, staff complains about student noise, everyone complains about noise generated by "office" functions (phones, typewriters), elevators dinging, computer terminals beeping, book trucks rolling on tile floors. The first floor area beyond the circulation desk is most frequently cited as being noisy, caused largely by the "social conversation" taking place and the placement of lounge furniture which suggests activity other than studying. This kind of "social" noise also occurs on the fourth floor where similar furniture is in use. During the walk-through of the Arts Library, the Task Force noted in particular a critical need for sound insulation in and around the music listening rooms.

Some of the large window areas are protected from overexposure to sunlight by overhangs; others (in Acquisitions, for instance) have narrow blinds installed. The "east room" on the eighth floor has "fabric light control" (thin draperies), as does the cage area in the Arts Library. This drapery material is soon damaged by the sunlight and the heat that builds up, and is at present very tattered and nearly useless. The Arts Library recently installed photo-reflective film.

Recommendations:

1. As soon as possible, appoint a consultant to survey the present ventilating/temperature control system and recommend changes in design and/or replacement.
2. In offices and all areas in which equipment (computers, micro-readers, typewriters) is used, have dimmer switches installed.
3. When stack locations are changed, lighting requirements need to be adjusted as necessary.
4. Survey lighting needs throughout the library, utilizing a consultant and/or a committee, and recommend necessary changes in fixtures, etc.
5. Ask staff who normally work in remote areas of the stacks (circulation shelvers, security people) to note and report burned out lights.
6. Replace the lounge furniture with study carrels/desks. This will not only decrease noise associated with social activity, but will provide more real study space.
7. Noise generating activities (microfilm readers/printers, computer printers, etc.) need to be grouped together, and insulated from quiet areas by the use of bookstacks, carpet, partitions, etc.

8. Sound-proof the listening rooms in the Arts Library—high priority.
9. Carpet high noise areas.
10. When planning new space, design it so users get space near windows and books are shelved in interior areas.
11. Install anti-glare material on large window areas.

IV.5. Signage in the Library

Findings:

Many of the Department Head interviews and staff questionnaire responses showed varying degrees of dissatisfaction with the signage in the Library. The comments that came to the Task Force indicated that there are several inadequacies with our present signage system. Actually, the problem may be that there is no "system", but rather an ad hoc program of placing signs where someone sees a need.

Sign-making and the authority to place signs in the Main Library lies with the Head of the Circulation Department. The Library owns a small printing press for sign-making. Almost all library signs have been made in-house by this press. These signs are uniform in type style and color (yellow for location signs; buff for informational signs). However, some library staff believe that the signs are generally unattractive.

The walk-through of library spaces by the Task Force showed an inconsistency in signage. Some of the problems include:

1. Some signs do not stand out sufficiently well to be seen. For example, the Government Publications Desk gets many questions about the location of MIL, although patrons must walk right past the sign which points to MIL to get to the G.P. desk.
2. Departments have no standard location or design for signs which tell the user where he is.
3. There are insufficient signs to direct people to certain locations. An example is the difficulty of getting patrons to the SEL desk.
4. There does not seem to be an overall plan for signage which is based on a philosophy of what this library's signage is intended to do.

Two years ago, the University Librarian appointed a sign committee to recommend policy in this area. The Committee held several meetings, but did not complete its work. Due to the absence of one of its three members for an extended period, and perhaps for other reasons, the Sign Committee seems to be defunct.

Recommendations:

The Task Force recommends that the library signage needs to be investigated by both library personnel and professionals. Library staff are needed to prepare a statement of signage needs—what signs need to do for library users. This information can then go to a professional in signage and design who can work with library personnel in an interactive process to determine an appropriate signage system. The "professional" may be a graduate student, or perhaps the library would consider, if sufficient funding is available, hiring an outside consultant.

The Task Force believes that library staff can only contribute so much

to designing a sign system. While a conscientious effort by library personnel can develop and design signs that might be an improvement over our existing program, professionals with experience in signage would add significantly to the attractiveness and efficiency of a new or revitalized sign system. Contributions of such a professional would be in the area of overall design of a system, as well as in the aesthetics of sign-making.

Primary Recommendations:

1. Hire a professional with experience in the design of signage systems to work with a library committee to develop signage policy and design.
2. If funds are not available to hire a professional, the Library should reconstitute the Sign Committee, ascertain the reasons for its dormancy, and rewrite the charge, if needed, including a timeline for interim and final reports.

IV.6. Managing the Assignment of Space

Findings:

Within the past year, several reassignments of space have occurred in the Library when large collections of material have been obtained through gift or purchase. Recent examples include the acquisition of the LandSat imagery, the collection of the Institute for the Study of American Religion, and the Teledyne Collection. In each case, these added materials displaced existing materials or changed the planned use of space. With the ISAR materials and the Teledyne collection, the space required was created by consolidating existing materials. In the case of the LandSat imagery, a room planned for the storage of brittle books was used. Due to the overall shortage of space in the Library, there is little chance that the brittle books space can be made available in the foreseeable future.

The Task Force assumes that more situations such as these will arise in the next six or seven years before substantial additional space becomes available. The Task Force also appreciates that the Library Administration must make quick decisions in some instances to obtain library collections or must reassign space to meet urgent needs. However, the Task Force is concerned that the lengthy planning process used to determine appropriate space for the brittle books collection was overturned without similar planning and discussion. Another area of concern is that any future large accessions of material to be housed in this library system will further displace student seating, which the Task Force believes should have the highest priority for space at this time. The present shortage of 1,000 reader spaces in the library is due in part to expansion of the collection areas into what used to be seating areas. Finally, the Task Force notes that Departments affected by the recent reassignments of space may not have had the time or opportunity to determine the effect of the space changes and present a case for possible alternative action.

Recommendations:

With these conflicting administrative needs and space demands in mind, the Task Force has several recommendations:

1. A broadly based Space Assignment Committee be formed to look into any major reassignments of space. This Committee would review possibilities for space reassignments and advise the University Librarian on ramifications of these reassignments from various perspectives.
2. Commitments to accept major collections be withheld until storage and access plans are determined.
3. Changes in library space allocation (either for new collections or programs) not be made if the end result is a loss of student seating.

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Charges

FACILITIES, SPACE AND EQUIPMENT

The Task Force will focus on how the library can best use its facilities, space and equipment to meet the needs of users in the future. It should consider the efficient and effective use of space and the impact of various public services on future space needs.

More specifically, it should consider:

Space needs for materials, users and staff;

Physical layout, i.e., location of and access to public service points;

Future equipment needs including furniture, shelving, copy machines, etc., and their location;

The management, maintenance, and security of facilities, space and equipment;

Physical environment, including lighting, and temperature, humidity, and noise control;

Design and location of signage;

The Library's ability to meet preservation needs.

TASK FORCE ON FACILITIES, SPACE AND EQUIPMENT

WORK PLAN

I. Priorities.

1. The implications of public service functions for facilities.

Identify optimal arrangements, environment and space requirements for public service functions given current and projected changes in public services. Factors to be considered are the relationships between the various public service functions and activities; changes in technology and equipment needs; staff staffing needs; materials needs, including the special environmental requirements of some materials. The objectives describe the requirements of the various functions and recommend optimal arrangement and space for those functions.

2. The efficient and effective use of existing facilities.

Examine existing space, environment, layout and equipment in light of the findings in Priority 1 to assure that existing facilities are used to best advantage. Areas that the Task Force will address overlap in many instances but the general order is:

- a. Physical layout of space: The Task Force will review the location and arrangement of library areas and recommend necessary changes to improve access or space utilization.

- b. Equipment needs: The Task Force will assess present and future needs for publicly accessed equipment and recommend needed to house it (e.g. furniture, bookshelves, tables, audio-visual terminals, micro readers, and service counters).

- c. Managing the assignment of space: The Task Force believes that decision on how space is assigned is an important and critical to effective use of space. The Task Force will recommend a method of assigning or reassigning space. For example, decisions to acquire large collections need to be considered in the light of their effect on storage, access and use.

- d. Environment: The Task Force will look at physical factors in the library as they affect the need to store materials and provide a healthful and productive environment for staff and users.

Signage: The Task Force will recommend how the area of signage should be addressed. This area will be covered in the final report.

Note: The following elements of the Task Force's assignment are included in past order priorities 1 and 2:

Preservation of materials is included under the subject of environment in relation to the need to maintain collection systems.

library as exists in specific environments; and under appropriate preservation activities may require specific allocated space in the future.

Management, maintenance and security of library facilities are included under the concept of environment as they involve the safety and protection of library facilities. Security systems are included under equipment requirements as well.

II. Methodology.

1. Implications of public services for facilities needs.

- a. Collect existing library and university documents.
- b. Develop planning assumptions, based on Phase One Report and discussions with J. Boisse.
- c. Staff questionnaire. Obtain staff perceptions of the arrangement of space in public services, the interaction between departments affected by spatial relationships, and variant uses of space and other pertinent opinions.
- d. Invite staff to participate in interviews with Task Force members. This is a variant way to obtain more information as in (c) above.
- e. Dept. Heads interviews. Obtain the same type of information as above from a different angle and to gain information on perceived changes in future staffing and technology, etc. that will affect space, environment, etc.
- f. Literature search to identify libraries that can be used as examples of efficient use of library facilities and as models of appropriate public services facilities.
- g. Site visits to other institutions to observe variant ways of handling public service functions in relation to facilities.
- h. Interview experts--if appropriate, if identifiable, and if it allows.
- i. Draw on the other Task Forces for information on facilities concerns, e.g. interview Task Force on Learning needs they see developing from their emerging programs.
- j. Develop general public service assumptions, based on general knowledge of public services, observation and literature.
- k. Make recommendations on the basis of these findings.

2. Efficient use of existing space.

- a. Collect building program statements and architectural drawings and floor plans.
- b.- d. as in 1 above.
- e. Inventory current facilities. This documentation, when combined with other information gained (e.g. the Phase One Report). It should include for each department:
 - perceptions of continuation of status quo or change that would affect space requirements;
 - staff requirements;
 - patrons served daily and the patron seating, equipment needed;
 - services that should be added with justification;
 - electric, electronic and telecommunication equipment.

- k. Specific literature search is appropriate. May identify new solutions to space problems or obtain space information in possible solutions.
 - l. Evaluate inventory results.
 - m. Consider alternate floor plans. Utilizing the information and based on planning assumptions established, see if a more efficient use of space is possible.
 - n. Write recommendations.
3. Signage.
(Utilize appropriate methods employed above, e.g. the site questionnaire will include signage as a topic.)

Sample
Staff Survey Questionnaire

Appendix 3

PUBLIC SERVICES STUDY
STAFF SURVEY ON FACILITIES,
SPACE AND EQUIPMENT

The Task Force on Facilities, Space and Equipment would like to hear from you on the areas of its concern. We are interested in your perception of how the physical plant "works" or "does not work" for the staff and the patrons. Please distinguish between staff and patron needs in your answers if you see a difference. Please be specific, and give examples whenever possible.

PLEASE RETURN COMPLETED FORMS TO S. LENTZ, CATALOGING DEPT., 500 N. 10th St., 58103.

You are also invited to contact S. Lentz, chair of the Task Force on Facilities, (x3671) if you are interested in sharing your ideas and ideas with members of this Task Force.

1. Identify any problems that the physical layout of the library poses for you (e.g. location of the card catalog, collections, reference materials, etc.). Please specify.

2. Identify any problems that the physical layout of the library poses for the patrons (e.g. location of the card catalog, access to the library, personnel, etc.). Please specify.

BEST COPY AVAILABLE

3. Identify any new equipment or services requiring space which the library should offer but does not currently provide.

4. Which departments in the library could operate more effectively if relocated to another area of the library? Where? Why (e.g., proximity to what other services)?

2. Please comment on any physical facilities changes or improvements that you would like to see in the following areas. (Please distinguish between staff and patron needs in your answers if you see a difference.)
- signage

- physical design of service points

- physical layout of library materials

- physical appearance

- environment (e.g. noise, light, heat, cleanliness, etc.)

- security

- furniture, equipment

- other

Sample
Department Head Questionnaire

Appendix 4

PUBLIC SERVICES STUDY
STAFF SURVEY ON FACILITIES,
SPACE AND EQUIPMENT

The Task Force on Facilities, Space and Equipment would like your input on the areas of its concern. We are interested in your perception of how the physical plant "works" or "does not work" for the staff (including yourself) and the patrons. Please distinguish between staff and patron needs in your answers if you see a difference. Please be specific and give examples whenever possible.

PLEASE RETURN COMPLETED FORMS TO S. LENTZ, CATALOGING DEPT., BY NOV. 1, 1983.

1. Identify any problems that the physical layout of the library causes you (e.g. location of the card catalog, collections, reference materials, etc.). Please specify.

2. Identify any problems that the physical layout of the library causes the patrons (e.g. location of the card catalog, access to collections, personnel, etc.). Please specify.

3. Identify any new equipment or services requiring space which you feel the library should offer but does not currently provide.

4. Which departments in the library could operate more effectively if relocated to another area of the library? Where? Why? In proximity to what other services?

8. Please comment on any physical facilities changes or improvements that you would like to see in the following areas. (Please distinguish between staff and patron needs in your answers if a difference.)

- signage

- physical design of service points.

- physical layout of library materials

- physical appearance

- environment (e.g. noise, light, heat, cleanliness, etc.)

- security

--

- furniture, equipment

- other

Staff and Department Heads
Survey Results

I. Layout problems that cause the staff.

1. Location of Reference & Information services 6
2. Scattered reference collection 17
3. Location of Card Cat. from other units 3
4. Location of " " " Cat. Dept. 1
5. Location of Shelf List from Cat. Dept. 5
6. Location of " " on different floor from Cat. Dept. 1
7. Location of copying machines 4
8. Lack of terminals:
 - Melvyl at service desks 2
 - RLIN at first floor 1
 - OCLC at Ref. Desk 1
9. Lack of study space 2
10. Lack of new typewriters 1
11. Lack of supervision of:
 - Microfilm collection & equipment 2
 - Listening rooms in Arts Library 2
12. Lack of storage at "Cage" area of Arts Library 1
13. Noise from stairwell 5
14. Staffing two floors of Arts Library 2
15. Terminal tables - awkward height 1
16. Shelving sequences especially at 2nd and 4th floors 2
17. Location of on-line room - inaccessible 2; too small 1
18. Lack of visibility 1
19. Lack of private or partitioned work spaces 1
20. Location maps & atlases 1
21. Lack of "flow" in traffic 1
22. Poor terminals at on-line room 1
23. Crowding at Card Cat. 1
24. Design of Ref Desk 1
25. Distance of Arts Library from Main 1
26. Lack of space at SEL serials 1
27. Lack of study space 2
28. Isolation of librarians at Arts Library 1

II. Layout problems that cause the patrons.

1. Location of Card Cat. from other units /
2. Lack of terminals at service points or units with hook up to University main frame 3
3. Lack of CLSI service at other points /
4. Location of Ref, & Info. services 19
5. Scattered Reference collection 6
6. Lack of study space/tables 5
7. Location & quantity of copying machines /
8. Shelving sequences /
9. Oversize shelving /
10. No change machine at first floor /
11. Location of special services for handicapped - an obstacle course /
12. Location of student personnel office /
13. Isolation of Arts Library from Main /
14. Melvyl access for handicapped /
15. Noise 3
16. Distance of Ref. Desk from SEL /
17. Waste of balcony space /
- 18. Research assistance program for instructional development /
19. Lack of socializing, food and talking area /
20. Inadequate signs /
21. Lack of space for index users /
22. Lack of assistance in the use of reference materials 2
23. Lack of book drops /
24. Poor microform collection and services /
25. Poor visibility /

III. New equipment & services that should be offered & would require space.

1. CLSI service for other service units /
2. More equipment for handicapped /
3. More locker space for Arts Library /
4. More terminals: Melvyl, RLIN, OCLC, Dialog, UCSB mainframe, etc 5
5. Typewriters 5
6. Working space around RLIN terminals /
7. "Wet" areas (electrical outlets) /
8. Counter space for index users /
9. More study areas 3
10. Dispose lounging areas /
11. Lighted drawing or drafting tables /
12. space for equipment /
13. Change machine at first floor /
14. Copying machine for the Ref. DEpt. 2
15. Expansion space for CTN /
16. More IBM XT's /
17. Printers for Melvyl 2
18. More & better microform readers & copiers 4
19. Large stapler /
20. Compact disc players for Music Library 2
21. Space for micro materials and readers at Music Lib. 2
22. Music & Art as separate service areas in general library /
23. More copying machines 5
24. More Study space 3
25. Message recorder for reference calls /
26. Paging equipment for librarians without telephone 2
27. Telephone connections for stack floors 3
28. Permanent repair of elevators /
29. Listening rooms for Music Library /
30. Media materials /
31. Video discs, tapes & projectors /
32. All service units be at first floor /
33. Tape recorders /
34. Microcomputers 2
35. Vending machines at staff room /

IV. Departments which could operate more efficiently if relocated to another area of the Library.

1. Reference & Information to the first floor 20
2. Centralize Reference collection 4
3. Serials closer to Cat. Dept. and terminals 1
4. Cat. Dept. same floor as Card Catalog 1
5. New wing for Arts Library 1
6. New wing for SEL 1
7. MIL to Arts Library 1
8. All service areas to first floor 1
9. All processing areas be on same floor 1
10. RBR closer to an outside window 3
11. Special Collection - no location given 1
12. Oreintal Collection closer to other ethnic services 2
13. Reference service at all floors 1
14. RBR to inside Library 2
15. Consolidate "New Books" 1
16. Services closer together 1
17. Arts Library to replace Reference Dept. at second floor 1
18. MIL to Geography Dept. 1
19. Curriculum Lab. to Education Dept. 1
20. Govt. Pubs. to south end 1
21. Reference near Card Catalog 1
22. Govt. Pubs. near Card Catalog 1
23. Cataloging Dept. and Card Catalog to first floor 1
24. SEL to 1st floor near MIL 1
25. Govt. Pubs. to 2nd floor 1
26. MIL expand to G. P. 1
27. Arts Library space at Art Dept. History 1

V. Other physical facilities changes or improvements

A. Signage:

- o. North-South should be indicated by signs at 1st floor /
1. Clearer, not misleading /
2. Location cards next to elevators /
3. Less signage is beautiful /
4. Better graphics 3
5. Briefer signs concerning specifics such as smoking, theft, etc. /
6. Electronic directional board 1
7. Professional looking signs 3
8. Color coding 2
9. More visible 1
10. Sign committee reactivated or set up 2
11. More signs needed & evaluated 2
12. More permanent 2
13. Roadsign at foyer 2 *map 2*
14. Remove outdated signs 1

B. Physical design of service points

1. Shelf List location 1
2. CLSI terminal for Arts Lib. 1
3. Design of Reference Desk 4
4. Reference Collection 3
5. Overcrowding 1
6. Melvyl terminals at Reference Desk 1
7. Private & semi private offices for librarians & faculty 1
8. SEL and General Reference should be closer 1
9. Cataloging Dept. to same floor as Card Cat. 1
10. Movable chairs for Cat. Assistance Desk 1
11. Get rid of orange. 1

C. Physical appearance

1. Carpeting 5
2. Boring and dull 2
3. Replace orange & purple 4
4. Reference Desk design 3
5. Dispose "sleeping" furniture 1
6. Dispose half of the signs 1
7. Repaint second floor 2
8. Food & drink 2
9. Redecorate two-story to fit eight-story 1
10. Better furniture 2
11. Trash bags 1
12. Shabby 1
13. Terminal for handicapped 1
14. Display cases out of control 1
15. Scattered Ref. col. 1

D. Environment:

1. Cooling/heating/ventilation 22
2. Restroom cleanliness 1
3. Lighting 10
4. Painting needs 1
5. Smoking 1
6. Dust 1
7. Plants 1
8. Garbage bags 1
9. More partitioned work spaces 1
10. Food and drinks 3
11. Clean bathrooms on weekends 1
12. More clean-up during midterms and finals 2
13. Elevator repairs 1
14. Lighting between Library & Parking lot 1
15. Entrance & stairway dirty 1
16. NOISE 1

E. Security:

1. Food and drinks 7
2. Book loss due to open decks 1
3. Theft 4
4. Longer study hours 1
5. Noise 1
6. Balconies 2
7. Security guards at all times 1
8. PA & alarm system do not work well in 8th floor & restrooms 1
9. Staff need to be informed who to call for emergencies 1

F. Furniture & Equipment

1. Posture chairs for staff 2
2. Dispose "sleeping" furniture 7
3. More durable chairs 2
4. Replace hodge podge 1
5. Counter space for index users 1
6. Refrigerator space for lunches 1
7. More desks and chairs for staff 3
8. More study tables 2
9. More cubicles 1
10. Dispose old chairs and tables 5
11. More study spaces 2
12. More classrooms 1
13. Cumbersome, uncomfortable 1
14. More book tracks 1
15. Better chairs with support 1
16. Reference Desk design 1
17. TYPEWRITER ROOM 1
18. NEW TYPEWRITERS FOR STAFF 1

G. Others:

1. In-house wash-up room /
2. Partitioned work spaces 2
3. Permanent repair of elevators /
4. Convert Old Gym into study hall /
5. Earthquake drills /
6. Confusing shelving sequence 2
7. Modern desks for staff /
8. Patios for patrons /
9. Add drama & dance to create fine arts library /
10. Assign faculty & graduate study rooms to undergrads /
11. Quieter office/desk areas for reference librarians /
12. Reference Desk design /
13. Window for work room in Arts /
14. More P C's /
15. Remove window from "cage" at Arts /
16. Tower elevator for staff only /
17. Move Shelf List to Cataloging Dept. /
18. Snack room for patrons /
- 19. Morale //

INTELLIGENCE SERVICES STUDY
INTERVIEW QUESTIONS FOR DEPARTMENT HEADS
ON
FACILITIES, SPACE AND EQUIPMENT

The Task Force on Facilities, Space and Equipment would like your input on the areas of its concern. Please look these questions over. A member of the Task Force will be contacting you to decide on a mutually acceptable time to meet with you to discuss your perceptions.

1. Do you feel that your department could operate more effectively if relocated to another area of the library? Where? Why?
2. Where do you anticipate growth in your department in the next 5 years: functions, patrons, staff, collections, equipment (computers, PCs, etc.)?
3. Do you feel that you currently have enough space? Do you think you have adequate space to absorb further growth?

If you would like to enlarge on the answers you supplied to the Survey, include the next two questions:

4. Identify any new equipment or services requiring space which the library should offer but does not currently provide?
5. Suggest any physical facilities changes/improvements that you like to see, such as:
 - signage
 - access to service points
 - location of major collections
 - physical appearance
 - environment
 - security
 - other

TASK FORCE ON FACILITIES, SPACE AND EQUIPMENT

Department Head Interviews
W. Treese - Arts Library

I. Relocation possibilities

Arts would definitely function better if relocated to better designed space. Present facility presents construction problems, water leaks, etc. The solution for Art Collection would be to take over the space vacated by Nuclear Engineering next to the current Art Department space. The amount of space appears adequate and it looks like remodeling it to make it good useable space for an Art Library is feasible.

II. Space needs

The present Arts Library was supposed to be vacated ten years ago. Both art and music are extremely crowded and using spaces for functions for which they were never designed nor are they appropriate. User space has been replaced by stacks and is now inadequate. Poor arrangement for Art Exhibition Catalog Collection (AEC's). This is an intensive public service and processing function located by necessity in the public stack and reading area. It should have a lower traffic area.

Art Lobby is where periodicals are shelved -- too noisy.

— Music floor space is even less adjustable -- individual listening rooms, dubbing area, archive area, all in separate spaces that are difficult or impossible to modify. Stack and reader space very limited.

Arts has no staging area -- no place to sort or store anything, unload packages, remote storage, etc.

Both art and music stacks will probably be full within 12 months.

AEC's may have up to 1.5 years (rate of acquisitions fluctuates with numbers and sizes of gifts).

Within two years, in art alone, between 5500 and 8000 volumes per year will have to be removed from the stacks (discarded, sent to storage, or whatever) in order to have shelf space for new acquisitions -- if the acquisition rate stays constant.

Stack D space is harder to project. It is tight, but there is still some space for small items - none for larger volumes. The space that exists is not the kind of Stack D space art needs. We need a 3-part cage: 1) space for users; 2) shelf space for cage material not requiring special environment; and 3) with security and good environmental control.

Music could use the space vacated by art if and when art acquires new space. It is not as good a solution as space designed specifically to meet their needs, but it is sufficient space to adequately accommodate present needs and for 5-8 years in the foreseeable future. Art and Music unit should not return to the Main Library complex even if space could be provided. The Main Library is too large to remain centralized and serve the needs of specialized areas.

If he could design new space for art now, would need

- a) audio-visual facilities
- b) rooms with slides projectors
- c) room for professors to bring classes to view large portfolios
- d) a core reference area which would overlook the following:
 - 1) 3-part cage next to circulation (presently cage is not visible from circulation and staff must accompany anyone needing any material, thereby leaving the desk)
 - 2) a photo-copy facility
 - 3) a separate area for auctions and AEC's
 - 4) reader tables under visual observation of the desk
 - 5) terminals scattered throughout the unit with a small cluster of 4 or so in reference.

III. Growth

Patterns will remain the same—a steady rate of growth projected for next 5-10 years. In music, they are in the process of adding a PhD in performance but that will probably only effect scores. In art, a new program in Pre-Columbian which probably won't be overly important (mostly located in Main), but the Photography program is growing and will have important consequences for library space.

In terms of staff, Arts presently needs 3 additional positions plus extending a 10-month position to 12 months. The 3 new positions are 1 FTE for auction catalogs; 1 FTE for the Music Service Desk; and 1 FTE for Archive of Record Sound. Unless the library adds open hours, that could suffice.

If art and music are physically split, we will definitely need more staff -- 4 to 5 additional positions, plus additional GA.

IV. Equipment and Services

Library should offer good microfilm and microfiche services including reader/printers, copying devices, and staff to help the patrons.

Need more and better copy machines. Need a new one in Arts now.

V. Physical Facilities

Signage -- need signs with more visual appeal, with graphics. Could hire someone from the art studio department to do professional job.

Physical design of service points -- Reference Desk in Main Library is too far away from the material needed by reference librarians. Too far from the card catalog all the way to index tables at the other end of the floor.

Access to service points -- different hours of service do not cause problems for him. Special Collections is the unit he most often refers people to, and Chris Brun is very flexible in making arrangements to lend material to Arts so a user can have access.

Reference Department should be on the first floor and the Reference Collection needs to be with the reference librarians.

Physical appearance -- generally dreary.

Environment -- horrible variation in heat, cold and stuffiness, particularly aware of hot and stuffy condition in Acquisitions Department.

Lighting would be easier on the eyes if library switched to newer (5000-5200k) florescents.

Security -- in Arts, it's as good as it can be. We are losing about 150 v. a year. In Main, I have witnessed, and I know others have also, students tossing books off the open balconies to friends below.

Questions consistent effectiveness of tattletape.

Hopes the guards have curbed the corner-deli atmosphere.

Would like guards to do walk-throughs in Arts as well as in Main.

Additional Comments: Do not want shelf list removed from arts even if we have just a microfiche shelf list -- that would help.

Is not sure whether an on-line catalog is really possible with current technology. MELVYL cannot handle the number of records it holds with any good response time-- as the database grows, can any on-line system perform efficiently?

Need to have space for micro-computing. For users as well as library staff. Isolate from readers.

C. Gibbens - Reference Department

I. Relocation possibilities

Reference would be more available on the first floor as close to the entrance as possible. Card Catalog or whatever is used instead of a card catalog must come with Reference. Don't know if First Floor South is still too far from entering students.

Need a "Reference Room" -- stacks to house a selected reference collection from among current reference volumes shelved in open stacks. Don't know how much space that would require, but could find out by doing a study.

First Floor South, using all present stack space, would probably suffice for a Reference Room Collection. Would not be enough space to include micro-materials.

See no harm in separating physically, Reference from CTN, Black Studies, ILL, and Curriculum which is already remote. They are separately functioning units.

II. Space needs

Reference has too much, but unusable space, at present. The office space is remote and the area outside ILL and the 2nd floor conference room is really storage -- very awkward.

Space for growth:

— Reference Desk serves primarily the social sciences and the humanities -- workload dependent on growth of these areas.

Increases in graduate student enrollment impact most heavily on Ref Desk. Despite overall enrollment increases, so far the number of graduate students has remained fairly constant. Should the number increase substantially with the projected increase in total enrollment, Reference Desk workload would be heavily effected.

Library education -- Ref librarians needed to teach introductory general library classes, if required for all entering freshman, would increase workload tremendously unless some other method of handling it would be implemented. The number of upper division library-use classes is growing. A need for library techniques classes for graduate students is being expressed, but we are not prepared to meet that need at present.

III. Equipment

More terminals in the Reference Department are inevitable. Some questions need answering: 1) Will Collection Department money be used to purchase databases? 2) If terminals don't work, who will fix them? 3) What back-up systems will be available? Can foresee a switch-board type of operation within Reference -- a librarian talks with a patron about their specific needs, suggests one or more databases, and assigns that individual to a numbered terminal where work can be done independently. The librarian would then be available to help a number of patrons as problems arose rather than performing whole searches for a single user.

Do not foresee lots of people owning their own terminals and working at home. Some of this will occur, but not enough to significantly relieve pressure on the library.

IV. Services

Need patron-use PC's. Patrons bring their own floppy disks, library provides program disks or hook-up to the campus mainframe. Public libraries do it now as an alternate to providing typewriters.

Need terminals to access public databases.

Special Services for Handicapped -- If UCSB has an increase in handicapped students who need special equipment and help to use the library, the library will need additional staff and maintenance.

Document Delivery -- too new to judge impact. Projects sciences will use it most heavily. ILL and Document Delivery belong together. Present organization is causing some extra work.

V. Physical Facilities

Signage -- OK but if signs were changed once in a while, people might notice them more.

Physical design of service points -- Reference Desk is too small, too short, it has no electrical outlets and no security. Good chairs at Ref Desk.

Access to service points -- different hours of services for different areas of the library is not a problem.

Against distributing service points throughout the stacks.

Difficult to direct people from Reference to SEL Desk.

Also hard to direct patrons to MIL -- some patrons return to the Reference Desk after not finding MIL, never having asked Government Publications people where it is. Number of patrons referred from Reference to MIL is small.

The fact that Computer Searching has no service point makes it difficult to refer people.

Physical Appearance -- no comment.

Environment -- Of special concern is the noise. Strongly recommends new carpeting and no floor tiles for this reason. Would prefer different colors. Lighting poor in areas where stacks were added. Otherwise, lighting is good.

Security -- a problem, especially in remote areas of the stacks. Feels Reference Department personnel should not be in charge of safety and security on nights and weekends.

People should be located on every floor, we need better communication about evacuations, security, etc.

There are still problems about policies and procedures when Reference personnel are "in charge".

Furniture, equipment:

Reference index tables damaged in the last big earthquake were repaired but remain weak. They could collapse on people taking shelter under them during another quake. They should be replaced.

Other furniture needs replacing.

Additional Comments: The I(nstructional) M(aterials) D(isplay) U(nit) housed in the Curriculum Lab is mandated for each county and UCSB is it for Santa Barbara County. In addition, the Curriculum Collection serves the needs of the Teacher Certificate Program. Do not foresee either moving it out of the library or disbanding it.

Al Hodina - SEL

I. Relocation possibilities

Within the current facility, the present location of SEL is the best compromise. Most frequently, SEL patrons are referred to Serials, Reference, MIL and GP which are reasonably close. Relocation would not be productive. The best location for SEL would be in a separate science library facility — a whole new building close to the sciences. A centralized library is too overwhelming when the collection reaches this size and degree of complexity. Scientists are used to having science collections in one building and departmental libraries.

II. Space

SEL does not have enough space now and cannot absorb any growth. Top and bottom shelves are used throughout SEL now; there are 2 or 3 places, at most, to add stacks and seating would be displaced which is also at a premium. The solution is a new science library building. The Southern Regional Storage Facility is too far away for quick access and we cannot be sure we will maintain ownership of stored material. Local storage would be preferable, either on campus or leased space off campus.

III. Growth

— Staff — last staff increase was 1 LA, 7 to 8 years ago. Since 1973, the amount of academic staff has remained constant with long (years worth) vacancies the rule. SEL serves 19 academic departments and programs plus 7 or 8 research institutes. UCSB has recently added several new engineering programs in Robotics, Ocean Engineering and Multiphase Processes, all located off-campus near Hollister and Los Carneros, and are planning programs in Engineering Materials and High Speed Image Processing. The Biology Department is very large and could split into several departments. Enrollment in the sciences is up; the SEL collections budget is about \$1.2 million; and SEL maintains the same lengthy hours of service as the Main Library. SEL librarians, with the help of 1 temporary Reference Librarian (to cover the vacant chemistry librarian position) cover M-Th 8-10 pm; F 8-6; and Sunday, 2-10. Other open hours are covered by library assistants and students. The SEL librarians are spread too thin. Need an additional librarian position.

Need more or a different kind of staff work space. On-line searching is a big activity which has grown tremendously since SEL was designed. Quiet, private space is needed by SEL librarians to conduct interviews. Office partitions have been discussed but would probably not be adequate acoustically.

IV. Equipment and services

1. Document Delivery Service
2. Journal Routing

3. Have requested additional MELVYL terminals, some near stacks.
4. As research activity increases may need to add reading rooms for disciplines such as Biology, Engineering, and the off-campus research facilities -- may require some staffing to maintain these collections and facilities.

V. Physical facilities

Signage -- people get lost. Recommend hiring a professional to devise a unified signage system. An electronic board, similar to what one finds in BART stations, for the lobby would be most helpful.

Access to service points -- referrals are difficult because other units have limited and different hours. Ideally, every service point throughout the library should have the same hours.

Happy to have the SEL collection united in one place as much as possible. Science faculty was and is committed in wanting their material to stay together, and if possible, on a single floor.

Would like to have unbound journals (and bound ones too) in a separate, controlled periodical reading room.

Would like to have conference rooms in the library available to faculty.

Physical appearance -- building needs paint, leaks need fixing, old furniture needs repairing and replacing.

Environment -- heating and cooling in general, OK in SEL, but occasional trouble in stabilizing temperature. Lighting in SEL is poor. The system is old and worn, circuit breakers are fixed right now but are wearing out. They are not serviced frequently enough. Response is fairly good when complaint is made.

Security -- new guards are a good idea. Will probably have to increase their number.

Additional Comments:

Location of present copy service helps SEL because SEL patrons use it so heavily. Located elsewhere, it would take SEL material longer to be returned for other people's use. Machines are very old. SEL staff maintains them (paper) evenings and weekends.

Ideally, need a Xerox Facilities Room monitored during all open hours. Raising the xerox charge would increase the rate of book and journal mutilation which is already going up.

For the immediate future, need on-campus or local storage, for SEL is rapidly running out of space and staff to absorb the growing work load. Most critical is the long vacant Chemistry Librarian position.

L. Carver - MIL

I. Relocation

MIL is located in as practical a location as possible under present circumstances. It is probably prudent because of weight load considerations, environmental needs, wiring and ventilation needs to stay where we are. Finding MIL to begin with is difficult. A separate entrance might help.

II. Space

No, MIL does not have enough space and has no space to absorb future growth.

III. Growth

MIL will grow in many ways. The collection is growing and has already outgrown its space. Four to five bays of space are required to house the present collection and absorb foreseeable growth within the next 5-8 years. That space must be environmentally controlled space since temperature/humidity problems are of paramount concern in the preservation of much of MIL's collection.

MIL staff must grow to handle the work—about 1 bay of space needed for additional personnel. MIL does all its own processing for maps and imagery — i.e., bibliographic checking, making vendor decisions, cataloging and marking for the shelves. There is no doubt more staff will be necessary.

MIL will need an additional bay of space for equipment. MIL business functions and collection access will have to be automated. Equipment to process and handle digital collections will also be needed.

MIL has a constantly growing clientele. It used to consist mainly of scientists, but now it has broadened to include the social and humanity scientists.

Foresees the library in a mode of a sharing network, using some kind of data compression. The library cannot continue to grow in space and facilities needs indefinitely. Money will not always be available for new buildings. Will know by the end of February if L. Carver's and a faculty member's joint proposal for NASA funding to do a feasibility study has been approved. The study would determine the practicality of reducing printed information to digital forms and storing it on optical discs. To begin with, probably just title page, table of contents, abstract, a few pages of conclusion, and the index. Eventually might be practical to have full text on optical disc. Something like 90,000 records could go on 1 optical disc.

IV. New Equipment and Services

MIL has one PC. Recommend no more unless purchased in support of a specific project. In general, recommend working with terminals linked to the campus computer center.

V. Physical facilities

Signage--present signs, librarywide, are poor, there are too many of them, they are unprofessional and too temporary.

Access to service points--MIL does receive complaints about not being open long enough hours, but without more staff it is impossible to increase the hours.

Physical appearance--building needs paint. Would like to see more done with fairly permanent displays showing the major collection and service emphases of the library.

Environment--good lighting and power is good.

Security--too heavily reliant on people not trained to be aware of the diversity of library material watching for theft, food, etc. Library needs a Halon gas fire prevention system.

D. Schippers - Acquisitions Department

I. Relocation possibilities

The location of Acquisitions is as good as it can be given the present facility. Would like to be closer to the loading dock. Interacting occurs mainly with Cataloging, Serials and some with Reference. Staff have become accustomed to going down a floor to the card catalog but would be much easier to have that right at hand. Increased retro and on-line catalog will reduce need to access the card catalog.

II. Space

Acquisitions is crowded now. The only expansion space is between Acquisitions and Cataloging, space that is being taken by Cataloging for terminals. It is a bad place for terminals, but more space is needed for them. This area serves as a hallway, making it very noisy. Rearrangement of current Acquisitions space might help somewhat, but changes seem imminent and rearrangement would have to occur again. Don't think it is worth the effort right now. There is no space for additional PC's which would be useful. Cannot display more than approval receipts for subject specialist review, because of lack of space.

III. Growth

— Within 2 to 3 years, expect considerable changes and growth. The implementation of an automated catalog and an integrated automated system will have considerable impact on acquisitions. Acquisitions will need terminal access and printers — at least two or three depending on what system is used. Will definitely not need less staff. Implementation of an automated system may lead to massive reorganization of technical processing including perhaps, cataloging at the time of receipt rather than the present copy cataloging situation. The acquisitions rate may increase—gradual increase in collections budget, equals an increase in acquisitions counts, equals an increase in the need for staff. Increased emphasis on acquiring archival collections and large book collections also has an impact on the work of Acquisitions.

Do not know what the Library's policy will be regarding centralized or dispersed acquisitions, but accounting functions would not be dispersed, and dispersed acquisitions is not very efficient. In a machine environment, though, it is possible.

V. Physical facilities

Signage—poor.

Access to service points—have to go too far between service points. The atlas collection is housed in MIL but at least some atlases belong in Reference Department.

Physical appearance—library entrance is a disgrace—garbage, windows, and walls need to be cleaned up much more frequently. Use

plantings or something!

Environment--the air-conditioning system is extremely temperamental. Acquisitions will need more and more terminals as will everyone else, terminals create heat, and in Acquisitions as in many other areas, it is most often already far too hot and stuffy.

Lighting is adequate.

Security--getting better. Supportive of efforts to improve library security. Suggest removal of bean bag chairs and couches that are not useful, and be more blunt about expected conduct in the library concerning food, etc.

Equipment--need an on-line catalog badly, but feels it is at least 4 years in the future until we have one. The need will be for big hardware, systems staff and terminals.

Additional Comments:

Retro-con is finally underway; it is long overdue.

If no more building space possible, then either compact storage within the present library facility or local storage will be needed to alleviate present space problems.

Herb Linville -- GP

1. Location of Department?:

-- From GP's point of view, they can operate fine from where they are now.

-- From library's point of view, they probably should be closer to the reference department (perhaps where ILL is located now).

-- Being closer to SEL would be advantageous. GP does not interact with MIL often, even though they are located next to each other.

2. Anticipated growth?:

-- Every area/function but staff will grow.

-- Collection grows at about 10% each year. Fiche materials help alleviate space problem somewhat, but GP is running out of shelf space. An inspection of the department showed that shelf space was the only area where they received below outstanding.

-- Has 1 PC now, could use 2-3 more to hook up with RLIN.

-- GP does own processing and has been thinking about automating their card catalog (i.e. like UCSD). Because they have no more space for card catalog cabinets, and if the same system continues their card catalog will overflow, automating the card catalog is becoming a real necessity.

3. Enough space to absorb growth?:

-- Quickly running out of space. Need room for more microfiche readers, more reader space -- GP is cramped even during the regular school year (not just exam time).

4. New equipment/services

-- Copying services should be improved. GP does not even have a public copier. They must send patrons to the copy machines on the second floor or in the current periodical room.

-- Security should be improved.

5. General thoughts about library facilities?:

-- 8 floor building is poorly designed. Stack arrangement on 4th floor is also bad. Reference Z's location is confusing. Spaces behind the elevators on floors 4-8 are confusing. Information and reference department on the 2nd floor is bad idea, as are the 2 entrances (noise level too high, etc.)

-- Signage. Anything would be better than what we have now. Should be more attractive and effective. "Hidden" services (MIL, Special Collections, Oriental) cannot be found the first time, because signage is bad, and it is difficult to give patrons directions to these areas. If someone who knows about signs can improve the situation, it would certainly have an impact.

-- Physical appearance and cleanliness can be improved library-wide. Too much trash, etc. Also, colors are not at all attractive.

-- Location of collections. Discussed somewhat previously, but the atlas collection should also be mentioned. Linville calls this an "orphan"

-- part of MIL, but used more by the Reference Department.

-- Environment. GP and Library in general, heat and cold not consistent. GP is actually not as dead as other places in Library. Lighting is problem--lights not replaced often enough.

-- Other things discussed included compact shelving for GP. Would be a problem for them because their materials come in so many different sizes and formats. Have considered extenders to go above the earthquake bracing for 2 more shelves as a more possible alternative.

Chris Brun--Special Collections

1. Location of department?:

-- Happy at present location after moving from the 8th floor--felt awkward up there. Ideally, would like to be nearer to the Reference Department and the card catalog.

-- Designed layout themselves, so set-up on 3rd floor is good.

2. Anticipated growth?:

-- Hard to predict, because do not know when collections are going to come in. Can anticipate a gradual growth in certain established collections (i.e. Wyles).

-- Staff. Need full-time person who specializes in manuscripts and archives.

-- On-line catalog. Anticipate a future union catalog for 9 UC campuses of their special collections.

3. Space for new growth/services?:

-- Acceptance of any large collection would necessitate moving some things around. The SRLF should free some space, because Special can send discs, dissertations, theses and other material there for storage.

-- Have space for added staff member (manuscript person), should they get the new position.

4. New equipment/services?:

-- Thinks on-line catalog will be most helpful. Also PC is very useful and will be used more in time to come.

5. General thoughts about library facilities:

-- Environment for Special Collection is good, much better than when they were on the 8th floor. Temperature controlled vault is great, also good in regular stacks.

-- Signage. Has no problem with this. Nothing seems radically wrong.

-- Location of departments. Feels that Reference Department on 2nd floor has worked well. No real problems.

-- Security. Because of location of department, there have been no security problems. Feels the Special Collections Department needs its own unique display case. New system OK, so far.

-- Service areas. Different hours of different service points has posed no big problems.

-- Physical appearance. Special Collections department seems fine.

Joe Boisse -- UL

1. Location of department?:
 - Current location of administrative offices is good.
 - Sees no real problems with location of Personnel Offices.
 - Sees 3rd floor as a "work" floor.
2. Anticipated growth?:
 - Library will grow in special collections more than it has before. Want to add to the archives for primary research for the social and human sciences.
 - MIL anticipate a lot of growth in this area. Right now, this has the largest collection of any academic library. Growth will present some space problems; will have to maximize space planning.
3. Space for new growth/services?:
 - Maximize space planning for growth.
 - Rent some local storage place to alleviate temporary space problems.
 - 100,000 square feet addition to library.
4. New equipment/services?:
 - On-line catalog will be a great service, but will pose many problems.
 - The new retro-con plan is designed to help us go on-line by July 1987.--
 - After we go on-line, can eliminate the card catalog and just have 2 terminals on each floor of the library for staff and patron use.
 - Would like to see more PC's, and fewer typewriters.
5. General thoughts:
 - Believes in centralized library concept (no branches).
 - One branch system does present some problems, but these can be dealt with.
 - General reference area ideally should be on the 1st floor.
 - Various service points being close to each other have certain advantages, i.e. MIL should be close to SEL, but, at present no room for that.
 - 100,000 sq. ft. addition would give us enough room to put MIL and SEL closer together.
 - Need good, clear signage to keep things less confusing in centralized library.
 - With the addition, we will be one of the largest libraries in the country.
 - Security force will have to be increased.
 - Should standardize the hours of the various service points -- would be great.
 - Our problems are not really worse than other libraries, and we are actually better than most.
 - Can definitely count on the 100,000 sq.ft. addition within the

next 8-10 years.

— For the time being, should consider compact shelving and temporary rental space to alleviate any space problems.

Allen Cohen -- Cataloging Department

1. Location of department?:

- For now, department is well-located.
- Ideally, card catalog should be closer to department, but with anticipated automation of card catalog, the location would be irrelevant.
- Space was comparatively good.
- Future could change space needs.
- The retro-con project is using up space, but so far, the people in the department have dealt well with space arrangements.
- Library Administration utilizing space for Melton Collection, and other possible acquisitions has begun to create problems.

2. Anticipated growth?:

- No permanent staff positions anticipated.
- Any new staff will come from new special projects.
- Difficult to anticipate growth, must see where future is going to evaluate space needs.
- New gift archives and collections that UCSB has accepted can cause problems if the library wants these cataloged on RLIN. Will be a very complex project that will require either more staff or a shifting of duties among existing staff.

3. Enough space for growth?:

- Had enough until recently.
- Cannot really absorb any more growth. At saturation point now with the retro-con project, and Library Administration adding more collections.

4. New equipment/services?:

- Getting oriental collection on RLIN through CJK would be helpful service. Cataloging and maintaining collections now is very work-intensive procedure. An on-line catalog, e.g. MELVYL, that substitutes for cards would be a major step forward.
- Copy cataloging section can now do a fair amount of cataloging on-line or complete through the utilization of a "hit list" of RLIN libraries. This is helpful. Although expensive, RLIN has advantages over OCLC. Its continued use and other automated developments may lead to further reorganization in the department.
- Would like another PC in the department.

5. General thoughts about library:

- Likes the idea of a centralized library. However, if UCSB wants to be a major research library, will have to decentralize in order to accommodate specialized areas and disciplines.
- Would like a decentralized library with fully automated system.
- In general feels the collection is fairly easy to use.
- Should have a real reference collection. Not have it scattered all over.
- Different hours for various service points is a problem for

patrons. Hours should be the same all over. Also a librarian or a high level library assistant should be in charge during all open hours.

— Environment. There are chronic problems. Heat, cold, etc. Facilities management does respond well to complaints, but the problems do not seem to go away.

— Lighting is fairly good for detail work.

— Equipment for computer terminals is state-of-the-art (chairs, screens, etc.)

— Security is not a problem.

— Physical appearance of the library building is definitely a big problem. Sloppy appearance. Embarrassing.

Cronshaw -- Serials

1. Location?:

- Currently located by loading dock - very convenient and well situated.
- Being on 1st floor is good too, because the serials desk is heavily used by undergraduates.
- Shape of the office space for the department is somewhat inconvenient.
- Would be nice to be closer to the Reference Department, but that would probably be impossible.

2. Anticipated growth?:

- Serials Department is growing, but staff is not.
- Have streamlined procedures, but definitely will need more staff as the number of serials continues to grow.
- When Serials Department becomes automated, the Kardex will go, thus creating more space.
- This space, however, will have to be used for terminals.
- Running out of space quickly in the Current Periodical Room, - will have to start using the top shelf for materials.
- Anticipate automation, but depending on the system chosen by the administration, will see how it affects the department.

3. Enough space for growth?:

- Cannot absorb any more growth.
- Will have a crisis situation soon.

4. New equipment/services?:

- Xerox services in the library are not adequate currently.
- RBS is not adequate in size and staff, more material should be protected for heavy use.
- RBS should be able to house heavily used periodical titles but does not have the resources to do so.
- The Library is not serving patrons' needs by having the most heavily used material on open shelves where it is rapidly lost or mutilated.

5. Physical facilities?:

- Physical appearance
 - a. Bad paint and shabby furniture.
 - b. No maintenance - painting done very infrequently.
 - c. Nothing done to building since it opened - 6 or 7 years? - meant painting.
 - d. Outside of building should look better.
 - e. Should have someone assigned to clean up outside of building.
- Signage
 - a. Signs are poor.
 - b. Need permanent graphic people to do the signs.

c. Far too many signs - nobody reads them because there are too many.

d. Need directory in the lobbies. This is a complex building and needs a general directory at each entrance.

-- Service points

a. Different hours for the various service points pose problems.

b. All major service points should be open all the time.

c. Staff should be high level for reference work at these service points.

d. Patrons expect full service when the library is open and should get it, unless we make clear that some hours are circulation service only.

-- Service problems

a. Service librarians are not available all the time on service desks.

b. Hard to recruit people to work nights and weekends.

-- Environment

a. Heating and ventilation is a real problem.

b. Serials Department is not as bad as other areas.

c. Each problem should be reported to the administration so they are aware and have written evidence of problems.

-- Security

a. Students are working alone until 10 or 11 pm.

b. Hiring 2 security guards - better late than never.

Additional general comments?:

-- Ideal library

a. Too many clientele with different ideas to have an ideal library.

b. Would be nice to have special services for undergraduates, graduates and faculty to serve each group with what they need.

c. Our library is better than many others - we are service oriented.

d. Results of user surveys should be interesting - might tell us what basics we are lacking.

e. Should try to please the "90%".

f. Should definitely emphasize service. Reference duties for librarians are not given the level of importance they should be. Do not transfer librarians to the reference department if they don't work out somewhere else unless they are suited to the work - be aware of how important service is to the patrons.

g. New administration seems service oriented. Has positive attitude, which is good.

-- Equipment replacement

a. Need regular program for replacing furniture, typewriters and other equipment.

b. Should have specific fund established to replace equipment.

c. Staff should have better desks - better for morale.

Kiley — Circulation

1. Location?:

- Circulation desk has to be located where it is (at the building entrance).
- Information desk (Reference) should also be located on the first floor.

2. Anticipated growth?:

- Expects enrollment to go up, but with current "elastic" system, should be able to handle it.
- Does not anticipate any growth in staff, unless document delivery and other faculty services require more staff in the future.
- Feels that, with current system, the department can handle growth.
- Should a new system be implemented, training and staff time will be necessary.

3. Current space and adequate space to absorb growth?:

- No stack D room (for brittle books, rare engravings, etc.)
- No seats for patrons
- No shelving room left.
- Students must lie in the stairwalls because there is no seating
- this poses problems for the Circulation Department.
- No stack room in Oriental, SEL and Arts - poses problems also.
- Does not feel the Southern Regional Storage Facility will be of any help.
- Feels the campus should have its own storage facility, as used to be the case.

4. New equipment/services?:

- Need new work stations for staff.
- Private offices would increase productivity.
- Need on-line computer catalog, so the public can do searches.
- Need more terminals for patrons.
- Facility is far too dependent on books.
- Should go more in the direction of an information center.
- Feels we are going in the wrong direction - could become an anachronism.

5. Physical facilities?:

- Library is a mess
 - a. Furniture is dirty.
 - b. Carpets are worn.
 - c. Administration does not seem to care to update furniture and carpets.
- Signage is bad. Should get a machine to print them and make them more uniform and attractive. Kiley proposed this, but to no avail. In general, signage should be coordinated; not have too many (people will not pay attention if there are too many signs).

-- Directing patrons from circulation desk to other areas of library poses no real problems.

-- Different hours for the different service points is not a big problem, but there really should be uniform hours.

-- Service points should be open and covered adequately for all open hours.

-- Reference librarian should be on duty on all open hours, otherwise, library drifting towards becoming a study hall.

-- There are constant complaints from patrons about environment of library, too hot, too cold.

-- Facilities management should turn on the humidifying machine (which the building is equipped with, but which is not being used) and monitor the building to see where there are problems.

-- Security has improved since they hired the guards.

-- Need security guards for nights and weekends.

-- Should screen in deck areas to prevent theft of books and materials - has suggested this, but nothing was done.

Additional general comments:

-- Library is not in good shape

a. Facilities bad.

b. Staff morale is low.

c. Communication between administration and staff is poor.

d. Have potential and money for things to run better than they do right now.

Summary of Department Head Interviews
by Department

Relocation Possibilities

Administration: Present location of administrative offices is good.

Acquisitions: Location is as good as it can be within the present facility. Would like to be closer to the loading dock and the card catalog. The need to access the card catalog will diminish as we go on-line.

Arts: Would function better if relocated to better designed and larger space.

Cataloging: Department is well-located, but ideally should be closer to card catalog. Of course, with the anticipated automation of the card catalog, the location would be irrelevant.

Circulation: Circulation has to be located where it is now (at the building entrance). The information desk (Reference) should also be located on the first floor.

Government Publications: From GP's viewpoint they can operate fine from where they are now. From library's point of view, they should probably be closer to the Reference Department (perhaps where ILL is currently located). That would also put them closer to SEL, which would be advantageous.

MIL: Relocation within the present facility would not be productive. A separate entrance to MIL would help people find it.

Reference: Reference would be more available on 1st floor - close to entrance. Would have to have card catalog move with the department. Need a "reference room". First floor South might suffice for a Reference room collection.

SEL: Relocation within the present facility would not be productive. The best location for SEL would be a separate science library facility.

Serials: Location is OK. Would be nice to be closer to the Reference Department.

Special Collections: Present location is good. Would like to be closer to the Reference Department and to the card catalog.

Space for Current Situation

Administration: Question not discussed during interview.

Acquisition: Department is crowded now but so many changes that will affect space needs seem imminent that it would not be worthwhile to do any major rearrangement of available space at present.

Arts: Both art and music sections are badly overcrowded. User space has been replaced by stacks and is now inadequate. Stack space is running out. Spaces are being used for functions for which they were not designed - activities requiring quiet are located in heavy traffic areas. Arts has no staging or storage areas.

Cataloging: Had enough space until recently. Library administration is now using catalog department space for MELTON and map collection and other possible acquisitions. This has begun to create problems. Also, the new retro-con project is using up space, though the people in the department have dealt well with the space arrangement.

Circulation: No stack D room. No seats for patrons, no shelving room left. No seats for patrons causes problems for the department.

Government Publications: Very crowded. Running out of stack space. An inspection of the department showed that stack space was the only area where they receive below outstanding.

MIL: MIL is overcrowded right now.

Reference: Department has too much, but unusable, space at present.

SEL: SEL is overcrowded right now. Stack space is running out and seating space is extremely limited.

Serials: Serials department is running out of space quickly.

Special Collection: Stack areas are presently very crowded.

Space for Anticipated Growth

- Administration: Mr. Boisse answered for the library as a whole. Areas highlighted were Special Collections where he anticipates acquisition of additional archives to support primary research; and, MIL where space planning will require a major effort. Solutions will probably include renting local storage space to alleviate overcrowded stack areas at least until Southern Regional Storage Facility is available; and a new 100,000 square feet of additional library space.
- Acquisition: Implementation of an integrated automated system will mean a need for terminals and printers. It will not mean less staff. The acquisitions rate will probably continue to increase and the library's emphasis on acquiring Archives and large book collections increases the workload for Acquisitions. Automation will make it possible to disperse the acquisitions function (except accounting), but dispersed acquisitions is not as efficient as centralized acquisition.
- Arts: Projects a consistent rate of growth for art and music based on campus and departmental goals. Using the current rate of growth, Art alone will need stack space for between 5500 and 8000 volumes per year beginning in 1987; art needs a 3-part cage, audio-visual facilities, room for professors to bring classes to view large portfolios, reader tables under visual observation of the service desk, and space for on-line catalog terminals - to name just some of the foreseeable needs. Arts needs 3 additional FTE now - if art and music move to separate facilities, additional staff and workspace will be necessary.
- Cataloging: Difficult to anticipate growth, though no new permanent staff positions are expected. Department is currently at the saturation point and cannot absorb any more growth. This is a problem if the library administration keeps adding more collections. Also, if the library wants these collections on RLIN, it would be a complex project requiring more staff and therefore more space, which the department cannot absorb.
- Circulation: Expects enrollment to go up, but with "elastic" system, should be able to handle it. Despite lack of space, department can handle increased enrollment.
- Government Publications: Collection grows about 10% each year. No more space for a card catalog - will be necessary to automate the card catalog. Not enough room for microfiche readers - also not enough reader space.
- MIL: Four to five bays are needed to house the present collection and absorb five years of collection growth. One bay would be needed for additional staff to handle the increased workload. Another bay will be needed for equipment.
- Reference: Any substantial increase in the number of graduate students

would greatly affect the Reference Desk workload, perhaps requiring more staff, which would affect space.

SEL: More space is needed to accomodate growth. Enrollment in the sciences is up and is projected to continue to grow; the SEL Collections budget is about \$1.2 million; and several new engineering programs have recently been added. SEL is currently understaffed and are using a reference librarian to fill in for a current long-standing vacancy. SEL needs an additional librarian position. Also, more and a different kind of work space is needed to accomodate the growing on-line searching activity. SEL librarians need quiet, private space.

Serials: Anticipate continued growth in serials collection and will soon be out of space. Effect of automation on space still undeterminable - but, will definitely need more staff and space for terminals which may be retrieved from the space currently used for kardex which will no longer be necessary.

Special Collections: Growth predictably gradual in certain established collections. New archives, gifts, etc. can come available at any time and are of indeterminate size. Special Collections needs a new FTE specializing in manuscripts and archives - space is available. The Southern Regional Storage Facility will free up some stack space.

New Equipment or Services

- Administration: The on-line catalog will be a great service and we hope to be on-line by July 1987. then we can eliminate the card catalog and have 2 or more terminals on each floor for staff and patrons use. Library needs more PC's, and fewer typewriters.
- Acquisition: Library needs an on-line catalog badly but probably won't have one for at least 4 years yet. The need will be for terminals in Acquisitions and elsewhere.
- Arts: Library needs better microfilm and microfiche services, including reader/printers, copying devices and staff. Also, the library needs more and better copy machines - Arts needs one now. Arts will need space for terminals, slide projectors, audio-visual facilities, etc.
- Cataloging: It would be nice to get the oriental collection on RLIN through CJK. At present, cataloging and maintaining the collection is a very work-intensive procedure. An on-line catalog would be a step forward. With RLIN, copy cataloging is able to do a fair amount of cataloging on-line. This is helpful. Though expensive, RLIN does have certain advantages over OCLC. Also, could use another PC in the department - would definitely be used.
- Circulation: Need new work stations and private offices for staff - would increase productivity. Need on-line catalog, so the public can do searches. Need more terminals for patrons. Should go more in the direction of an information center - feels possibly we are going in the wrong direction and could become an anachronism. Facility is too dependent on books.
- Government Publications: Copying services should be improved. GP does not even have a public copiers.
- MIL: Additional PC's for MIL should be purchased only in support of a specific project. For general purposes, working with terminals linked to the campus computer center is recommended.
- Reference: Need more terminals. Can presee a switchboard type of operation in Reference. A librarian talks with patron about their specific needs then refers them to a numbered terminal to work independently. Could help several at one time. Need patron use PCs. Need terminals to access public databases. Document delivery is too new to judge its impact. Also, if UCSB accepts more handicapped students, will need more special equipment.
- SEL: New services include Document Delivery and Journal Routing. Have requested additional MELVYL terminals. May need to add reading rooms for disciplines such as Biology, Engineering, and the off-campus research facilities which may require staffing.

Serials: Library needs better xerox facilities. RBS is not adequate.
It should house heavily used periodical titles to prevent loss
or mutilation but it does not have the resources to handle the
extra function.

Special Collections: Looking forward to the on-line catalog. PC's will be
increasingly useful.

Physical Facilities

- Administration: Need good, clear signage to facilitate use of a centralized library.
Security force will have to be increased.
Should standardize service hours.
- Acquisitions: Signage is poor.
Have to go too far between service points. Library entrance is a disgrade; windows and walls need cleaning and lightening up; garbage needs to be removed more often. Air-conditioning is temperamental. lighting is adequate in Acquisitions.
Security is improving - suggest removal of bean-bag chairs and couches.
- Arts: Signage needs to be more professional.
Reference Desk is too far away from material needed by the reference librarians. Different hours of service for different service points creates no problems. Reference Department belongs on the first floor with a reference collection. Library is generally dreary. Horrible variation in heat, cold and stuffiness, particularly in Acquisitions. Lighting could be improved by changing to newer flourescents. Security has been improved by hiring guards, but guards should do walk-throughs of Arts and not confident they can control security problem posed by open balconies. Question consistent effectiveness of tattletapes.
- Cataloging: — In general, feels the collection is fairly easy to use, but would like to see the same hours for all the different service points. A high-level library assistant or librarian should always be in charge. There are chronic environmental problems (heat, cold, etc.) Lighting is fairly good. Security is not a problem. Physical appearance of building is an embarrassment. The new equipment for the computer terminals is great - state-of-the-art.
- Circulation: Library is a mess. The furniture is dirty, carpets are worn, and the administration department not seem to care to update. Signage is bad - should get a machine to print signs and make them uniform and more attractive. Different hours at service points - not a huge problem, but they probably should be the same. Service points should be open and covered adequately for users. Reference librarian should be on duty for all open hours. There are constant complaints about environment -- too hot, too cold. Facilities management should turn on the humidifying machine and monitor the building to see where there are problems. Security has improved since they hired the guards. Should screen in deck areas to prevent theft of books and other materials. All these have been suggested, but nothing was done.
- Government Publications: Signage is bad. Anything would be an improvement. Should be more attractive and effective. Certain collections cannot

be found because of bad signage. Physical appearance and cleanliness can be improved library-wide. Colors are not attractive. Lighting is a problem - lights not replaced often enough. Environment - heat and cold not consistent.

MIL: Present signs are too numerous, unprofessional and too temporary. MIL receives complaints about not being open enough hours, but without more staff, cannot increase hours. The Library needs paint. It would be nice to see fairly permanent displays showing the major collection and service emphases of the library. Library security too heavily dependent on staff not trained to be aware of the diversity of library material. Library needs a Halon gas fire prevention system. MIL has good power and lighting.

Reference: Signage is OK, but should be changed more often so people will notice them more. Noise is problem. Recommends carpeting and no floor tiles. Would like different colors. Lighting is OK. Security is problem, especially in remote stack areas. People should be located on every floor and we need better communication about evacuations, security, etc. Reference index tables are not sturdy enough and should be replaced. Other furniture also needs replacing.

SEL: Need professional signs. Different hours for different service points cause problems. Need conference rooms for faculty in the library. Building needs paint, leaks need fixing, old furniture needs fixing or replacing. Occasional trouble stabilizing temperature in SEL. Lighting is poor in SEL. Security improved with guards - will probably need more.

Serials: Building needs more regular maintenance and paint. Needs regular replacement of furniture. Outside should look better. Need professional signs and fewer signs with a general directory at each entrance. Different hours for different service points cause problems. Major service points should be open all the time. High level staff should provide reference service at these points. Hard to recruit people to work nights and weekends. Heating and ventilation are major problems. Students working alone at the Serials Desk from 10-11 pm are a security problem. Security guards were necessary.

Special Collections: Environment in Special Collections is good. Signage seems good. Reference Department location on the 2nd floor seems to have worked well. No security problems in Special Collections. Different hours of service at different service points causes no problem. Appearance of Special Collections Department is fine.

General Comments

- Administration: J. Boisse believes in the centralized library concept. One branch present problems but they can be handled. Reference Department should be on the first floor. We can depend on the 100,000 sq. ft. addition within the next 8-10 years. Meantime, we should consider compact shelving and temporary rental space to alleviate space problems.
- Acquisitions: Retro-con is long overdue. Until more building space is available, the library will need compact storage or local storage.
- Arts: Doubts the feasibility of an on-line catalog given current technology. MELVYL cannot handle its current database size with good response time - can any on-line system do better? We need space set aside for users and staff micro-computing. Shelf list should not be removed from Arts. Even a micro-fishe shelf list would be useful.
- Cataloging: Likes the idea of a centralized library. However, if UCSB wants to be a major research library, will have to decentralize in order to accomodate specialized access and disciplines. Would like a decentralized library, but with a fully automated system.
- Circulation: Campus should have its own storage facility - the SRLF will not really help. Library is not in good shape - facilities are bad, staff morale is low, communication between administration and staff is poor. We have the potential and money for things to be better than they are now.
- Government Publications: Eight floor building is poorly designed. Spaces behind elevators on floors 4-8 are confusing and arranged poorly. Information and Reference Department on 2nd floor is not good idea, 2 entrances is bad idea. Reference's location is confusing. Also discussed compact shelving for GP - would be a problem because their materials come in different sizes and formats. Has considered extenders to go above the earthquake bracing for 2 more shelves as a more possible alternative.
- MIL: The library cannot continue to grow indefinitely. Will know by the end of February if a proposal for NASA funding to do a feasibility study has been approved. L. Carver and a faculty member would investigate the practicality of reducing printed information to digital forms and storing it on optical discs.
- Reference: The number of upper division library-use classes is growing. Need more library technique classes to be taught by librarians. Cannot meet that need at present. ILL and Document Delivery belong together. Computer searching needs its new service point.
- SEL: Ideally, the library needs a Xerox Facilities Room monitored

during all open hours. The location of the present copy service is convenient for SEL, but machines are old and SEL staff has to maintain them evenings and weekends. Raising the xerox fee would increase book and journal multilation. First priority for SEL is the need for on-campus or local storage space. Most critical is the long-vacant chemistry position.

Serials: This Library's clientele is too diverse to have an ideal library. Would like to provide special services for undergraduates, graduates, and faculty so each group gets what it needs. We should emphasize service. Reference duties for librarians should be given more importance - librarians who do not work out in an area should not be transferred to reference unless they are suited to the work. Library needs a regular equipment and furniture replacement program.

Special
Collections: None.

Summary of Department Head Interviews
by Question

I. Relocation

A. Location of the following departments is as good as can be, given the present facility:

Administration, Circulation and MIL

B. Present location is good, but departments would function better if:

1. Acquisitions were closer to loading dock and card catalog
2. Cataloging were closer to card catalog
3. Government Publications were closer to Reference and SEL
4. Serials were closer to Reference
5. Special Collections were closer to Reference and card catalog

C. The following departments would like to relocate:

1. Reference would like to be closer to the entrance. Card catalog must accompany the department.
2. SEL desires separate science library facility.
3. Arts desires a better designed and larger space.

II. Space for Current Situation

A. Reference has too much space, a lot of which is unusable.

B. Serials is running out of space quickly.

C. Recent reassignment of space in the Catalog Department to non-cataloging functions has created a space problem.

D. The following departments are out of space:

Acquisitions, Arts, Circulation, Government Publications, MIL, SEL and Special Collections.

III. Space for Anticipated Growth

All departments anticipate continued growth in the next 5-10 years. None feel they have room to accommodate that growth. The University Librarian named Special Collections and MIL as the two areas in which the most growth would occur.

IV. New Equipment/Services

Almost all department heads mentioned increases space needs for automation. The on-line catalog, when implemented, would require terminals throughout the library. Many saw an increased need for PC's and terminals for purposes other than the on-line catalog. Several department heads expressed the need for improved copy services. Other services mentioned include micromaterial equipment and access, improved audio-visual facilities, and growing document delivery and journal routing services. Finally, a need for reading rooms for patrons in specific disciplines and quiet, private work space for staff was expressed.

V. Physical Facilities

Signage

Many department heads discussed the need for good signage, Suggestions made include:

- a. An outside, professional agency to do the signs in the library.
- b. Use of graphics.
- c. Occasional change of signs so they will be noticed.

Security

a. There was unanimous approval of the library's decision to hire security guards. Some felt more guards would be needed in the future to handle security effectively.

- b. The consistent effectiveness of tattle tape was questioned.
- c. Open outside decks were seen as a bad security problem.
- d. Students and staff working alone at night was also mentioned as a problem.

e. It was suggested that the library purchase a HALON GAS Fire Prevention system.

Access to the various service points

Problems mentioned were:

- a. Too great a distance between service points.
- b. Different hours of service at each service point (though some did not see this as a problem).
- c. Lack of skilled reference personnel for all open hours.
- d. Location of reference department on the second floor.

Environmental

a. The consensus was that heating, air conditioning and ventilation are erratic, affecting patrons and staff alike.

b. Comments on lighting varied according to the departments' location in the building. Time lag in replacing bad light bulbs is a consistent problem.

Building maintenance

Library needs a regular maintenance schedule for

- a. paint
- b. furniture
- c. carpets
- d. window cleaning
- e. more frequent clean-up of front entrance (highly desirable).

General comments were diverse and are listed here by department.

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Collections: None.

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Task Force on Facilities
Walk-through Observations

5th to 8th floor

1. Study carrels around the perimeter; stacks in the middle. It is extremely expensive and difficult to move shelving over to gain extra ranks on the end.
2. It is important to maintain access to stairs, equipment rooms and fire equipment.
3. Curtains are disintegrating on the South side, but are still being used to keep direct sunlight off the work spaces by the users.
4. Melvyl terminals will be on all floors in the lobbies by the elevators in the future

8th floor (PR4000-PZ)

1. Shelves: 7th and 1st shelf of each rank empty.
2. Seating: Cannot add additional in stack area. Could add seating in the lobby. Could exhibit space be better used? The area behind the elevators could have more seating by changing conditions.
3. Also on this floor are the three book sale room, the Lotte Lehmann Room, and assigned faculty carrels on the North by the elevators
4. Loud vibrations from the ventilating system.

7th floor (PH-PN, PQ-PR3991)

1. Shelves: All 7th and 80% 1st shelves empty West of the lobby. East of the lobby, all 7th and 1st shelves empty.
2. Seating: Could add 6 to 8 seats in the lobby. Unused printout table could be removed.
3. Group study room occupied by furniture repair.

6th floor (K, L, P-PG)

1. Shelves: 25% of 7th and 1st shelves empty West of the lobby. East of the lobby, all 7th shelves are empty and 15 ranks are empty.
2. Seating: Could add 6 to 8 seats in the lobby. Unused printout table could be removed. Much more seating than shelving than on other floors, also more lockers.

5th floor

Oriental Unit

1. Shelves: completely full; some are 8 shelves high.
2. Oriental unit also has a current periodical and newspaper room and a

group study room.

3. Room next to Oriental Offices: Oriental Stack D, miscellaneous storage (e.g. old S.F. Chronicles); may be used by RLIN terminals.

General area (J)

1. Shelves: 7th shelf available.
2. Seating: No additional seats can be added.

4th floor (GF-HX)

1. Shelves: All 7th and 50% 1st shelves empty (both 4 and 8 story buildings). More stacks could be added on the South side. Lighting for shelving and stack bracing are problems.
2. Seating: Lounge seating is spacious. 30 to 40 seats could be added by removing or rearranging lounge furniture. The seating encourages use as a social area, which should probably be discouraged.
3. There is a loud vibration on the South side of the building, and considerable heat.
4. Computer room on the East side is wired to the Computer Center and has 7 terminals.

2nd floor

Special Collections (the only public service area on this floor)

1. Materials must be used there so seating area is essential.
2. Lobby area and catalog area could be differently arranged to yield more seating.
3. Conference room is used for classes needing to use materials from Special.
4. Special does not have duplicating machines. When they send people to duplicate items, the Special Collections staff cannot have control over the process to be sure the works are not damaged. A copier in Special would be very useful.
5. Shelving area is effectively full. Area intended for expansion was used by the acquisition of large collections at the time they moved in. File cabinets are almost completely blocking the aisles in the back of the stacks.
6. Area for new theses and dissertations is obtained by the arrangement with Cataloging to have bound copies cataloged and integrated with the main collection.
7. Special Collections stacks are air conditioned. In addition, particularly valuable items are housed in the vault. The vault is full.
8. Special Collections did just gain extra space by the movement of the

Collections Assistant into the Librarian's Office.

Cataloging Department

1. Cataloging Department has a large central shelving area that houses its in-process backlog, individual catalogers' backlogs, the Brittle Book Collection, the X-Collection (old group purchases that are not yet cataloged), miscellaneous gift books, supplies and other odds and ends. It had a lot of vacant areas until recently when the Melton collection was added and part of the accessioned backlog shelving in another part of the Department was lost to RLIN terminals. This shelving area had been considered as a possible area of extension for Special at one time.
2. Individual catalogers have offices in old faculty study rooms, rather cramped but private.
3. Area in South/East corner not used to advantage because of its remoteness. Currently occupied by Mr. Melton's unpacking activities.
4. Serials area not optimum, because it was never intended for work space but for shelving. Space gradually filling with additional staff for retrocon and cataloging reference tools, i.e. expanding microfiche materials from LC and 3 microfiche readers.
5. Cataloging Department Conference Room could be used for work space except it gets good use as a meeting room, and it lacks good enough air circulation for permanent work stations.
6. Most work space thoroughly used but not cramped except in parts of LC Section because of addition of RLIN terminals. We are waiting for final settling of RLIN equipment to reassess.
7. Heat and air condition have been a constant problem in this department.

Acquisitions Department

1. Space pretty well filled.
2. Paper files will probably be replaced with automated system in the foreseeable future. Machines will take up the same space.

Librarian's Office

1. Houses xerox machine used by all staff.
2. Space thoroughly used but not cramped.

Conference room doubles as study space for students who know how to find it. Exterior balcony looks like possible candidate for enclosing for more use but is not easily reconstructed because of ventilation and heating problems.

2d floor

ILL - ok for time being - overflows into the "ballroom" area.

Ballroom is an awkward space with undefined office area and acts as a catchall for boxes, supplies, and machines needing repair.

Reference area sprawls and is undefined. Enough space but awkward.

Biography Section not in any particular relation to Reference desk area or to collection in general.

"Typing" room has been discontinued to enable Reference to run Library Instruction classes and to have a seminar room.

Index tables are awkward to use - could be rearranged to use the space differently.

ULS & NST could be put on shelving to use space more efficiently.

South/West corner near Coleccion office, best kept as stack area since its counterpart by Black Studies is study space where there are complaints about noise from the office area.

Pam file and career file also by back wall of Coleccion.

Reference Desk - should be redesigned for accessibility. (Reference Desk in GP is a better design.)

Z arrangement is always confusing to users. Could it be better arranged or better signed?

Catalog - could be more compact - pathway from stairs and Reference to SEL not defined.

Microfilm area - predominantly newspapers and periodicals at this time. Hollinger boxes could be replaced with microfilm cabinets to make more efficient use of space.

Handicapped rooms are located at other end of "film" area.

SEL:

1. Tech reports on microfiche very efficiently tucked into bunny space under roof.
2. SEL has no direction to expand - bounded on 3 sides by exterior walls. Index materials on the fourth side.
3. Large tables located against North wall. More efficient use would be carrels or some other smaller furniture.
4. Current journals and new book areas are a luxury that we probably can't afford or could be considered for discontinuing.
5. Stack D area is around corner from Desk (not really accessible?)

Photocopy area and room.

1. At the end of the quarter, there are not enough machines. The rest of the time they are sufficient.
2. This is an "auxiliary operation". Since it competes with private enterprise, it cannot be subsidized by the state.
3. The card operated machines can be used by anyone purchasing a card. The cost is the same to the user, but it saves the staff from having to deal with change, and saves a lot of time. It could use more P.R.
4. Patrons can copy fiche to paper at \$.10 an item.
5. Photocopy room personnel will print film to paper at \$.10 a sheet and fiche to fiche at \$.25 a sheet.

DLA Communication Room - on the landing above the 2d floor - specially air conditioned. Contains the equipment that allows DLA to communicate Union Cat. information to/from us.

Printing Room - contains the equipment for printing our signs

Black Gold Room - small space rented by them as they use the library for ILL purposes.

Online Room - locked - accessed by arrangement with online searches in reference departments.

1st floor

New Book area - awkward area - seems an inefficient use of space. It is a corridor to the Mail Room.

Storage Room - equipment, lecterns, podium, etc.

Video Room - inappropriate use for a room with windows.

Conference/Study Room - badly designed with wall in the middle. Used for misc. presentations in the Library (safety talks, etc.) as well as Library instruction classes. When not in use, used for study space.

Oral history room - this was loaned for a campus project which is completed.

Conference room closest to open area (south side) is being used for furniture storage.

Bi-level area. Lounge furniture could be replaced with standard seating to create more study space.

Lower area may be appropriate for some other use altogether but moving materials is a substantial operation.

Stair well area. Definite noise problem. Open staircase intended to route the patron to the 2d floor and its service capabilities: Information Desk, Reference Desk, card catalog, SER, etc.

Exhibit cases and lounge area might be better arranged?

Circulation Desk

1. Located at Main exit to check out books as patrons exit.
2. Has what appears to be large unused areas but these are essential for peak periods when books pour into this area.
3. Technology. CLSI terminals and equipment absorb a lot of space.
4. Departmental staff lounge areas useful because of unusual scheduling of this department and because of distance to staff room.

RBS

1. Seems to have adequate staff area.
2. Book stacks remain adequate because faculty are limited to the number of items they can place on reserve. (Limiting number of items on reserve also keeps the work load on the existing staff under control)

Late night study area

1. Very Spartan in furnishings, layout, lighting - but definitely efficient. The area has its own rest rooms since it does stay open beyond regular library hours.

Curriculum Collection

1. Has a microcomputer room with 2 computers.
2. Workroom behind desk, and bilingual special instruction room off to the side.
3. Classroom is used by library instruction classes since it has an overhead projector already.
4. It is a display center for the state adoption of textbooks (once selected, textbooks will be used for 6-7 years)
5. It is also a "school district learning center" (what?)
6. It also receives a number of games and kits which have special shelving requirements.
7. Its patrons are grad students in education and faculty and teachers from the community.

Government Publications

1. Staff space is adequate but open. Area is divided by putting high shelves on desks.
2. Microcomputer is in a corner in the back of the shelving area
3. Shelving is full. Materials are shelved on spines in some areas to

make room.

4. There is no more room for fiche cabinets in the closed stack area.
Map and Imagery Lab

1. Map cases are basically full. To add another level to them would make them fairly inaccessible.
2. Lab equipment takes up a lot of space - large workroom is essentially full - it is kept cooler to protect material.
3. Vault is full of material requiring special storage temperature and humidity.
4. Landsat - special collection that is inadequately stored temporarily in the area that was intended for brittle books.

Serials

1. Receiving area could perhaps be organized better. This has been considered off and on. Reaching too high and low isn't ergonomic.
2. Kardex is ok for the time being because recently all the old numbers were pulled and put in a different file.
3. In-process area holds additions while material is in Cataloging being processed.
4. New title review shelves ok.
5. Unsolicited materials ok.
6. Problems sometimes overflow their shelves (about once every 11 years)
7. Discarded materials overflow occasionally.

Bindery

1. Working area for the bindery receipt is really cramped when a shipment comes in. The stapling machines take up a lot of space. There are two machines because we had a real bottleneck when there was only one and it broke down.
2. Box storage is a problem. They used to be kept on the loading dock but they were stolen from this unsecured area. A locked area on the dock might be a possibility.
3. Occasionally could use more shelving for material going to bindery.

Serials Reading Room

1. "A" shelf - materials needing special handling are behind the desk.
2. Serials list indicates special locations.
3. Shelving has been getting fuller, but they've been able to rearrange shelving and/or add shelves to take care of growth.

4. They have their own photocopy machine, a SAVIN that reduces and enlarges.
5. There is study space on both sides of the stack area.

Arts Library

1. Stack space almost full, using top and bottom shelves throughout. Empty range in AECs due to addition by accession number, and it will fill up in 1 1/2 years.
2. Broad collection categories in art and music not eligible for storage because they are not accessible on MELVYL yet:
 - a. Music scores and recordings--only 1/3 of music collection (books) eligible for storage.
 - b. AECs and auction catalogs
3. Storage space for supplies extremely tight.
4. Office space tight--most staff have desks only in public areas, no quiet work space.
5. Student seating space adequate until midterms and finals. Three weeks of every quarter, we cannot handle study seating or listening needs.
6. Lockers eliminated from 2nd floor to gain stack space and will be eliminated downstairs next year.
7. No reserved study space for faculty or PhD students in Arts.
8. Closed stack areas are a particular problem because they cannot be expanded without security.
9. Technology impacts heavily in art and music--taking lots of space for listening equipment and photographic capability.
10. Copy machines on each floor.
11. Rest rooms on 2d floor. Elevator not in building. Difficult access.

Music

1. Music catalog duplicates main catalog. Record catalog is unique.
2. Large heavily used pam file because there is no Music in Print.
3. Stack D includes the uncataloged Music Department tape collection.
4. Micromaterial - Music receives about 200 a year. The room for micromedia has the reading equipment but not material itself. Shelving would not be very accessible.
5. Any periodical back files that were available on microfilm have been replaced. The current periodical area will be next to go.

6. There are 8 individual listening rooms, 1 piano room and 1 4-person room that hasn't been very useful. There is also 1 video room, and the player is kept at the desk; this is a growing area of collection for music, art and other performance fields. There is additional headphone listening in the open space near stacks.
7. There are two seminar rooms - 16-20 people, that are also used for group listening. Used for classes occasionally in order to use special material from the library. Large reserve listening classes which have exams close together overload the facility; the Music Department has made provision for some remote reserve listening to ease the pressure at the worst times.
8. Acoustic tiles are needed throughout the listening areas, but requests for its installation have always been turned down as unnecessary expense.
9. Listening facilities are essential; if a record collection circulates, it dies--records are too fragile.
10. Tapes of student recitals - an educational responsibility - are required for classes. The Library charges for materials but not cost of staff time (2 or 3 recitals a week!). Students do the recording. Old recital tapes are constantly weeded, if they include common repertoire and are not in partial satisfaction of degree requirements.
11. There is some room presently for more tape decks.
12. Music Department also has equipment to lend TA's to take pressure off of library.
13. One PC is located near the record storage area.
14. There is some unused space (open balcony) by the fire exit, but it would be too expensive to convert to interior space.
15. The Desk Supervisor office is small and full, and includes the Record-on-order file.
16. There are MELVYL plugs in carrels near the offices.
17. Any college catalogs represented on microfiche in the Main Library were weeded from the Music Collection.
18. The Music Department donated the use of a room to house the Archive of Recorded Vocal Music because no space was available in the library. It is full. It requires staff intervention to use, and is not really close to the Arts Library.

Art

1. The IBM-PC in the Dept. Head's office; the K-Pro is in the staff area.
2. There is one MELVYL terminal in the public area and one dial-up in the office.

3. AEC processing is done by Arts personnel.
4. Art periodicals are shelved in the lobby.
5. There is a coin-operated microfiche reader/printer in the lobby.
6. A photographic stand and camera equipment are available to students.
7. The Stack D area has windows. This is hard on the special material, and the light is wasted for the patrons.
8. Arts reserve materials are kept behind the Circulation Desk. The reading lists are kept in the lobby. Each instructor is limited to 30 items per class.
9. Art microfiche materials are located in the art reference area to free micromaterials space on the 2d floor.
10. The reference desk area has 3 work stations, plus the reserved material and the CLSI terminals.

User Survey Summary of Relevant Issues

The following summaries of "Comments" were collected from open-ended questions in the surveys done by the Task Force on User and User Education. They were collected and consolidated by the Task Force on Facilities, Space and Equipment from the consolidations done by the User Task Force. The numbers at the beginning of each of responses represent the number of the question on the survey. (Missing numbers were multiple choice questions and are not included in this summary.)

The phrasing of the subject of the question is given by the number of the User Task Force--not the actual wording used in the survey. For the form of the questions on the original survey, see the User Task Force report. The comments themselves are not recorded verbatim but attempt to capture the intent of the respondent.

The responses are divided into those made by: 1) faculty, 2) graduate students, 3) undergraduate students and 4) library staff. There were three different questionnaires employed. Only the faculty and undergraduate students had the same form. This fact accounts for the variation in numbering from survey to survey.

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User Needs and Education: User Survey Result
Open-Ended Questions
Faculty

(h = humanities; s = science; c = social sciences)

3. Dissatisfaction with library services

- xerox machines are messy and crowded (s)
- 1st floor too noisy (s)
- SEL--bad lighting (s)
- SEL--poor physical arrangement (s)
- Serials--desk crowded, no place to work (h)
- improve shelving system especially on the 2d floor (h:c)
- Library is too far from office (c)
- Arts Library is out of the way (c)

5. Methods for increasing students' awareness of services provided

- Library too noisy (h)

6. Methods for increasing faculty awareness of services provided
provide copy service for journals (s)

- move Kurzweil to a more accessible location (s)

10. Equipment technology the library should offer

- media section needed in Library (c)
- videotape collections with VCRs for viewing and analysis (h)
- more and better micro-readers (boxlike microfilm readers) (h)
- need microfilm machines with room to take notes near the film (h)
- microfiche print machine is barely legible (h)
- word processors for graduate students (h)
- word processors for students (c;s)
- good lighting (s)
- xerox service other than self-service (s)
- more convenient searching of articles (h)
- ability to copy paper to microfiche (s)
- image projector for tracing maps (s)

11. Improvements to existing equipment technology

- video viewing areas (h:c)
- elevators, renovate (h:c)
- more and better photocopiers (h:4;c:3;s:3)
- replace coin with card operated (c)
- better xerox room (s)
- abolish college catalogs on microfiche, return to printed version (h:4)
- typewriters (h)
- get portable micro-readers (c)
- new microfilm readers (h:3;c:2)
- more copiers and microprinters (h:4)
- copiers exclusively for faculty and staff (h:3;c:1)
- reference rooms in subject fields (h:4)
- more remote sensing equipment (s)

12. Ways of accessing information

- new microform facilities, separate room, new machines, etc.
- facilities are primitive, ironically only the oldest facilities

14. Improvements in existing facilities to support faculty

- against storage facility (h:3)
- quick, easy, high quality reproductions of paintings
- video collections of sign language material (h)
- vcr's for viewing and analysis (h)
- renovate elevators (h:3)
- more disabled parking spaces near Arts and Main Library (h)
- improved and more rational shelving sequence for easier access
- reference room in subject fields (h:4)
- more private study rooms needed (c)
- keep students out of study carrells (h)
- remove carpets from heavy traffic ways (c)
- carpeting and lighting (s)
- provide more faculty carrells (s)

15. Changes and additions in existing services

- expand browsing area in Arts/Music Libraries (h:1)
- bring back printed college catalogs (h)
- videotape collection with vcr's and student access as at UCL
- improve elevators (h:3)
- more faculty carrells on floors where main usage by staff
- provide space in library for humanities faculty (h)
- faculty reading room (h)
- move Arts Library to Arts Building (h)
- against storage facility (h:4)
- renovate and brighten library (h:2)
- Melvyl printers (h:2)
- too noisy; enforce with fines and/or expulsion from library
- more copiers (h:2;c:3)
- copiers—for faculty and staff use only (h:2)
- full size paper copies of microfiche (s)
- crowding will get worse; build undergraduate library for research only (s)
- literature—have a separate science library (s)
- more subject/divisional libraries are needed (c)
- create an Education Library (s)
- improve comfort, lighting, housing of collection (s)
- library entrance closer to biology (s)
- put periodicals in one location (c:s)

Further comments

- book drop bins damage books (h:3)
- expand arts and music libraries (h:3)
- connect art slide library with Arts Library (h:3)
- against storage facility (h:4)
- secure second "12" library with collection divided between

Humanities (h)

- place more visible signs on top of card catalog (c)
- more and better floor directories near in elevators (s)

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User Needs and Behavior of User Groups
Open-Ended Questions
Graduate Students

(h = humanities; s = science; c = social sciences)

3. Dissatisfaction with library services

- Music Section, Arts Library: listening rooms often full, no proofing (h)
- directories needed by the elevators (h)

4. Methods for increasing students' awareness of services provided

- computer terminals on all floors (?) (c)
- menu driven computer program to direct patron to information resources include a map showing how to get to specific location. Model: "How to go to San Francisco" terminal found at the United Nations Conference Center Airport (s)
- better directional signs (s)

5. Availability of library staff members

- hard to find people to fix printer on Sundays or holidays
- night staff needed to fix copy machines (c)

7. Further information that would be helpful

- put Melvyl in the stacks (s)
- location of special collections/materials (c)

8. Equipment/technology the library should offer

- microform copiers (s)
- coin-operated microfiche [printer?] (c)
- more current microfilm machines (c)
- xeroxing of transparencies (c)
- more photocopy machines (h;s;c:1:5)
- better photocopy machines (s;c:1:3)
- copy center with staff at all times (c:2)
- color xerox machine (h)
- enlarging photocopier (s)
- self-feeding, two-sided copier (s)
- magnetic cards (c)
- after hours purchase of photocopier credit cards (s)
- cameras to photograph material in books (s)
- book photo stands (c)
- audio-visual room for viewing tapes, slides (h;c)
- listing of audio-visual supplies available elsewhere (h)
- video library (h:2;s:2;c)
- typewriters (h;c:3;s:5)
- typing room needs upgrading(h)
- word processors microcomputers [with printers] (h;c)
- study carrels with access to word processors (h)
- expand computer lab on 4th floor (c)
- tape recorders, compact disc players (h)
- laser scanner for computer discs (h)
- audio editing/recording equipment for student use (h)
- quiet study space (s:5)
- more study halls (h)
- alter floor floor for various study (c)

- get rid of sleeping sofas (c)
 - big tables to study (c)
 - branch subject-oriented libraries (c)
 - calculators (s)
 - high stools in the bound journal section (c)
 - pods for book and materials storage (h)
9. Improvements to existing equipment/technology
- improve photocopy machines (h:2;s:23;c:21)
 - more photocopy machines (h:2;s:12;c:24)
 - photocopiers on other floors (h:3;c)
 - maintain photocopiers at night (c)
 - more photocopiers in the biology area (h)
 - more card operated photocopiers (s,c)
 - reducing and enlarging photocopiers (s,c)
 - xerox copy from negatives (c)
 - more change machines (c)
 - photocopiers are too noisy (s)
 - photocopiers in RRR 24 hrs. a day (s)
 - copy center, like UCCN (c:2)
 - cheaper photocopy fee (h)
 - better typewriters (s)
 - lend typewriters to students (h)
 - more computer terminals on 4th floor (c)
 - add word processors computers (s;c)
 - better microform readers (h:2;c:7)
 - poor lighting in microform area (c)
 - add printers (c:3)
 - improve copying (c)
 - computer and microfiche screens hurt my eyes (c)
 - offer microfilm projector for classroom use (h)
 - better air circulation in RRR (c)
 - better light (c)
 - more closed study carrels for grad students (h)
 - sound proof and add more listening rooms in the Music Library
 - more study space (c)
 - more study space away from library (h)
 - music listening rooms (c)
 - clear out undergraduate so grads can have better access to 3rd floor (h)
 - hire more staff to enforce quiet/study regulations (h)
 - have paperback college catalogs not microfiche (h:c)
 - less noise (c:1)
 - comfortable chairs (s,c)
10. Importance of methods of delivering info. in the future
- frame printers for copies of magazine articles (h)
 - better copies (s)
11. Improvements in existing services to support your research
- add more study desks, study rooms and study space (c)
 - move study space for non-advanced grad (c)
 - dedicated graduate study areas (c)
 - improved study areas on upper floors, more comfortable
 - add a building (c)
 - control the noise problem (h:c:7;c:7)

- better maps in RBR (c)
- eliminate social use of library, more emphasis on study
- more, better copiers (h,s)
- more photo copiers (s:6;c:7)
- better photocopiers (s:6;c:6)
- more machines on different floors (c:2)
- more change machines (c)
- copy center with staff (c)
- cheaper photocopies (s)
- color xerox machines (h)
- improve maps (c)
- floor plan maps that could be carried in hand while searching
- label reference tables with subjects rather than numbers
- provide private study carrels (s:2;c)
- lockers for personal books (s)
- index books by subjects along stacks (c)
- loan or rent pc's for preparation of dissertations (s)
- light too dim (s)
- library too hot and stuffy (c)
- faster elevators (c)
- provide a place to eat and smoke (h)
- more printers *? (h:2)
- allow access to Arts Library cage (h)
- have an art slide library (h)
- use recording of female voice for closing announcement (s)
- more book drop locations outside library (s)
- redo the whole thing (c)
- update equipment (c)

13. Changes, additions, improvements in existing services

- library is too small (s)
- enlarge RBR (c)
- add more study space (h:2;c:5)
- study hall outside library (h: add 104 to elevator)
- more storage space (h:2)
- private space for grads (c)
- all night room for grads (c)
- noise-free space for grads (c)
- rearrange study areas, keep away from halls, elevators, etc.
- access to faculty carrels for grads (c)
- more group study rooms (s:1)
- control the noise problem (h:5;s:2;c:3)
- librarians should monitor library to keep noise down (c)
- decrease party atmosphere (c:2)
- stop the food in the library (h:4;c)
- turn down the heat (s:2;c:5)
- improve lighting (h,s)
- consulting desk on each floor (c)
- improve ventilation (h)
- make it easier to find things (h)
- easier shelving system (c)
- more and better maps of the library (h)
- more complete call number information at the end of stacks (c)
- clean upholstery and walls (s)
- more, better photocopiers (h:2)

- more photocopiers (c)
- better photocopiers (c)
- better located photocopiers (c)
- copy machine in newspaper room (s)
- more microfilm reading machines (c)
- bring back the typewriters (c)
- more computers (c)
- place to set up a personal computer for a day (c)
- another door on South side near elevators (s)
- paintings on the walls by UCSB students (h)
- carpet all the floors (h)
- more and better chairs in SEL (s)
- more bean bags and cubicles (s)
- rebuild SEL (s)
- departmental libraries (s)
- branch psych library (c)
- choose future construction materials more carefully, avoiding materials with formaldehyde fumes (s)

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User Needs and education: User Survey Results
Open-Ended Questions
Undergraduates

(h = humanities; s = science; c = social sciences)

3. Dissatisfaction with library services

- Arts Library: dissatisfied with organization of materials (h)
- Music Service Desk: not organized efficiently (h;2;c)
- Main: too noisy and not enough seating for study (h)
- RBS: too crowded, noisy and not well ventilated (c)
- Serials: dissatisfied with way periodicals (current issues) are stored (h)
- More study space (c)
- Too many "social seekers" in the Library (c)
- Temperatures inconsistent, SEL and MIL are too cold (s)

4. Methods for increasing students' awareness of services/resources

- better enforcement of noise control (c;2)

5. Equipment/technology the library should offer

- microform copiers (h)
- microfiche cards for newspaper articles (h)
- copy machines [like Hinkos] (h;s;2)
- audiovisual room for viewing tapes, slides (s)
- videotape viewing room (h;c;3;s)
- typewriters (c;11;s;11)
- electric typewriters (by appointment; on every floor like RBS 1st) (h;3)
- word processors/microcomputers (limited sessions) (h;3;c;6;s)
- calculators for public use (s)
- audio editing, recording equipment for student use (h)
- provide more study space outside library, aside from Circulation Room finals (s)
- more space (s)
- more desks (s)
- something to let students know where desks are available during final week (h)
- more quiet study rooms (s)
- some device to keep students quiet! (h)
- larger RFR (s)
- xerox memory writers (do the spelling for you) (s)
- more cushy chairs (c;2)
- more chairs with arm rests (c)
- more visible clocks (c)
- install printer in 4th floor computer lab (s)
- computerized map that locates books in stacks for you
- more maps of the library (s)
- vending machines (s)

6. Improvements to existing equipment/technology

- improve photocopy machines (h;4;s;18;c;7)
- more photocopy machines (h;2;s;7;c;8)
- photocopiers on every floor (s;5)
- better typewriters (h;4)
- more microfiche readers (c)

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- more microfilm readers (h)
- better microfilm readers (h;c)
- put in elevators that don't break down all the time (s)
- elevator doors close too fast or too slow (s)
- need better ventilation system (library is too hot or too cold) (h;s;c:6)
- sound insulate area behind elevator on 8th floor (s)
- provide study areas with incandescent lighting (s)
- more desks and carrels (h:2)

12. Improvements in existing services to support your study, research

- add more study desks, study rooms and study space (h:2;s:3)
- control the noise problem (h:5;c:6)
- better copiers (h:2)
- provide copy equipment for microfilm readers (h)
- bring back the typewriters (c:3)
- better way of informing clients of services available; including a directory (h:2;s:3)
- provide a list at each table explaining which reference work which index table on the second floor (h)
- more small study rooms (h)
- provide private study carrels for undergrads (c)
- have runners go and get books off the shelves for handicapped (c)
- reorganize library, consolidating like/related materials to same location (s)
- reorganize books alphabetically instead of by call number (s)
- improve computer resources (s)
- make more computers available (s)
- library-too hot and stuffy (h)
- provide comfortable chairs (h)

13. Changes and additions in existing services

- library is too small (h)
- add more study space (h:3;c:13;)
- more desks and chairs (s)
- more large tables by the windows (h)
- provide more comfortable chairs (h)
- more comfortable seating in R2R (s)
- remove some of the tables and replace with individual study space (h:s)
- provide more access to study rooms (h:s:2)
- control the noise problem (h:3;s:13;- 3)
- have a librarian on each floor to answer questions and keep things down (s)
- fix heating problems (h:4;s)
- improve lighting in the stacks (h)
- open windows for fresh air (s)
- shelve books on the same subject on the same floor (c:1)
- improve the signs (h:s;c:2)
- clean the restrooms better (s:2;c)
- clean-up the study areas better (h:s:2;c)
- improve or get rid of microfiche services (h)
- obtain microfilm/fiche reader (s)
- provide more working copy machines (h:2)
- bring back the typewriters (c)

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- provide word-processors (h)
- add entrance to Library, facing the Arbor (s)
- replace lights on 1d floor north study area (s)
- improve organization of study space (h)
- make everything less confusing (c)
- enlarge the late night study area (s:c)
- provide music in the restrooms (c)
- provide vending machines (s:2)
- provide study areas where eating is allowed (s)
- carpet all the floors (h:2)
- put plants in the library (h)

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User Needs and Education: Staff Survey, Part 2
Open-Ended Questions
Comments Relating to Facilities

(academic staff, reclassified staff)

9. Strengths and weaknesses of library's current user education/instruction program

- poor arrangement of reference materials (c)

10. Specific steps to extend and improve user education/library instruction program

- better building arrangement (a)
- better signs and direction (a)
- more visible/accessible information/reference desk on 1st floor (a)
- library information booth with hand-outs there (c)
- computer-assisted "where to find it" or "how to do it" (a)
- more logical arrangement of ref. materials (c)

13. Available technology/equipment for which there is a need--staff knowledge of access

- 4th floor computer terminal (a)
- direct patron access microcomputers (a)

14. Technology/equipment not available but needed to provide better service

- remote camera for specialized materials (a)
- more micromaterial reading equipment (c)
- newer, more reliable copiers (c)
- better media equipment facilities (c)
- computers to run information or indexes of materials produced on computer tapes and optical disks (c)
- facsimile transmission capabilities (c)

15. Technology/equipment not currently available which will be needed in 10 years

Faculty:

- higher quality photocopier on 1st floor Arts library (a)
- consistent replacement policy for aging copiers (c)

Undergrads:

- better copying facilities (a)

All users:

- microcomputers for patron use (c)
- video tape collection and equipment (c)

17. Types of innovative public services in use elsewhere (selected)

- U. Michigan: On campus storage facility, excellent (a)
- moving slide display as part of lobby directory (a)
- audio announcement of floors contents in elevators (a)
- Princeton, Brown color matching of signs and book labels for specialized materials (a)
- lighted plastic shelves for book displays (a)
- Stockholm library 3-d guides/maps (a)
- librarians' offices in academic departments (a)
- UCLA--separate, accessible, up-to-date, complete with 24 hr. full time staff (a)

- U. of Arizona--better media equipment and rooms for viewing
- more facilities for viewing videos (c)

18. Ways in which users' information needs may change in 5-10 years

- increase in use of laser discs and telecommunications

19. What one aspect of library service should you change, add, improve?

- floor 2: bring indexes closer to reference desk (a)
- floor 4: rearrange disrupted logical call no. arrangement (a)
remove central study area which is disruptive to research (a)
- building cleanliness (a)
- move reference desk to first floor and improve ref. service (a)
- informal informed information person close to front door (a?)
- bring ref. service points closer together (a)
- integrate general ref. collection in one area (a:4)
- better, larger building for Arts Library--overcrowding ()
- MELVYL printers (a)
- fewer and more effective signs (c)
- more building space (c)
- more reliable copiers (a:2)

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Reference Dept. Relocation Proposal

Considerations for moving the Reference Department to the first floor of the Library include advantages and disadvantages as well as potential costs. In discussing advantages and disadvantages to this proposed relocation, the following assumptions are made:

a. Reference needs to have access to all catalog information, whether it is via terminal or through the card catalog itself. Moving the card catalog is problematic for other areas such as SEL. It would be far simpler to wait until the catalog is closed and online.

b. Reference would move to the south end of the first floor including Room 1575 and the lower area.

c. The Information Desk would move to the wall opposite the main entrance or next to the stairwell in the lobby.

d. Concurrent with the move would be the establishment of a "full" reference collection which needs to be pulled from the general stacks and located adjacent to the Reference Department.

ADVANTAGES

1. There exists a general assumption among library planners and in library texts that the best location for library reference is on the library's entry floor, where it is readily available to those entering who need assistance or information.

2. The Library's Information Desk would also move and be placed in full view of those entering the building. This arrangement would presumably lessen the number of information questions now directed to the Circulation Desk. The Information Desk would then be in a good position to route clients to the Main Reference Desk which would not be visible from the front door.

3. Move of the Reference Department to the first floor could be concurrent with the creation of a true "reference" collection to be pulled from the stacks and located adjacent to the Reference Department. (This is also possible with the department in its present location--either location would involve substantial bookstack shifts.) Creation of a reference collection adjacent to the Reference Department is seen as a definite advantage by some of the reference personnel. It is considered a given in many general planning documents for research libraries.

4. The present 1st floor arrangement and use creates a noisy area in

the Library's lobby. This noise rises up through the grand staircase area and disturbs present reference area users. By creating a staffed reference and information area near the lobby, it is hoped by some that the general noise level of the lobby would be reduced.

5. Moving Reference to the south end of the building would allow the library to easily eliminate the lounge and sleeping area.

DISADVANTAGES

1. A general consideration is that this is a relatively new building which was designed and constructed to accommodate our present arrangement. Although the building is modular and therefore has some degree of flexibility for rearrangement of functions, there are immovable building features designed to facilitate the present arrangement. There will be some less than ideal results if the proposed move is made. Examples of built-in building problems would be:

a. The location of the grand stairway, created to handle heavy traffic to the public service core of the building on the second floor, will be less than ideal.

b. The area at the top of the grand stairway was created for circulation of people and for visibility from the entry level. What would go into that vacated space is an aesthetic problem. Adding bookstacks to that area is possible, but would probably not be attractive. Adding seating would create a study area disturbed by the inevitable noise from below and from the elevator traffic.

c. The present configuration of walls around the entry/display area will be a visual block between those entering the building and the reference area.

d. The passageway to the south east stair would go directly through the reference area.

e. There would be a loss of access by reference department personnel to the staff/freight elevator.

2. Interlibrary Loan will be remote from the bibliographical tools it uses heavily.

3. Since the only space available for Reference on the first floor is at the south end of the building, Reference will be further from the entrance than it is at present and, although on the same floor, actually less visible. Dependence on a visible information desk directing people to the Reference Department would be essential.

4. Although an addition to the library is not imminent, moving a

major operation prior to even preliminary planning for any moves necessitated by the new addition involves some degree of risk, unless the Reference move is made after basic decisions on the form and content of the addition are in place.

5. The library's only large classroom space (Room 1575) would be lost. This loss is ameliorated by the fact that Room 1575 is not an ideal space or location for library classes.

POTENTIAL COSTS

1. Moving reference offices to Room 1575 will require office landscape partitions for individual librarians, significant electrical work to accommodate staff and machines, and telecommunication installation for phones and data communications.

2. Staff costs for book shifts will be significant. All books on the first floor will need to be shifted into general stacks, requiring massive book shifts, since the "to-be-created" reference collection will be pulled from all areas of the stacks. The present first floor books, now in a block because of their classification, cannot be moved into the spaces vacated by the reference materials.

3. Carpeting would have to be replaced because it has been cut and redone to hide wear spots caused by chairs.

4. The cost for this type of move is probably beyond the ability of the library to fund from its operating budget. Financial assistance would need to be requested from campus, possibly as a minor capital project, but more likely through a separate request and justification to the Budget Office.

UCSD CAMPUS WIDE LIBRARY SPACE ANALYSIS

LIBRARY COMPONENT	GROWTH PER YEAR	UNIT AREA STANDARD	JUNE 30, 1985		JUNE 30, 1986		JUNE 30, 1990		JUNE 30, 1995	
			NO. Items	ASF	NO. Items	ASF	NO. Items	ASF	NO. Items	ASF

COLLECTION										
Bound Volumes (1)	3.7%	12.50 vol/asf	1723590	137887	1787363	142989	2066939	165355	2478686	198295
Other Materials										
Maps	11000	24.00 itm/asf	298643	12443	309643	12902	353643	14735	408643	17027
Manuscripts	15000	4,965.00 itm/asf	476482	96	491482	99	551482	111	626482	126
Pamphlets	1750	115.00 itm/asf	66410	577	68160	593	75160	654	83910	730
Documents	21000	115.00 itm/asf	553231	4811	574231	4993	658231	5724	763231	6637
Sound Recordings (2)	500	57.50 itm/asf	49241	856	49741	865	51741	900	54241	943
Microfiche	50000	1,150.00 itm/asf	1684088	1464	1734088	1508	1934088	1682	2184088	1899
Microfilm	150	46.00 itm/asf	43866	954	44016	957	44616	970	45366	986
Periodicals (display)	250	1.00 sub/asf	7598	7598	7848	7848	8848	8848	10098	10098
Periodicals (boxed)		3.45 sub/asf		0	0	0	0	0	0	0
Microform Readers	2	25.00 asf/itm	72	1800	74	1850	82	2050	92	2300
Subtot. Oth. Materials				30600		31615	0	35673	0	40746
Collection - Total				168487	0	174604	0	201028	0	239041
SRIF Storage (vol. equiv.)	10000	12.50 vol/asf	85000	6800	95000	7600	135000	10800	185000	14800
Collection - Net On-campus				161687		167004		190228		224241
USERS (3)										
Enrollment (Ann. avg. HC)	240-560		16800		16800		17760		18960	
25% of Enrollment		25.00 asf/itm	4200	105000	4200	105000	4440	111000	4740	118500
LIBRARY STAFF (4)										
	2-4	168.75 asf/FTE	239	40331	241	40669	249	42019	259	43706
SPACE SUMMARY										
Total Library Allowance				307018		312672		343247		386447
Existing Library Area				272165		272165		272165		272165
(Deficit)				34853		40507		71082		114282

1) Incl. 25,000 IAR vols.

2) Incl. 22,000 ARC records

3) 1986-1996 annual avg. HC growth 240/yr.

1996-2001: annual avg. HC growth 560/yr.

4) 1986-1996 library staff FTE growth: 2/yr.

1996-2001 library staff FTE growth 4/yr.

ASF Projections to 1995

Appendix 13

ASF Tables

Appendix 14

November 20, 1985

To: Facilities Task Force
From: John Vasi

Here are the documents relating to square footage for the library spaces. Briefly, the way they work is this: the room number in the left hand column of the list of rooms matches the room number on the reduced floorplans. the column headed "ASF" shows the number of assignable square feet for that room or area. There are some general shortcuts that we can use, however. Basically the amount of space between four columns is 22 x 22 feet. The asf is about 475. This is useful in calculating the approximate square footage for large areas.

If you have any questions, please call (x 2674). We can look at these further in our meetings. I am trying to find something on the same scale for the Arts Library. The asf for Arts is included on the inventory sheets, but I will get you floorplans as soon as I can find something.

atts.

09/25/85
D1 - INDIVIDUAL ROOMS BY DEPARTMENT

PROGRAM: 5.1.01.0.0 LIBR-GEN & PROF SUBJ FLDS DEPT:LIBRARY

SP STD:NONSTD

ROOM NO	ROOM CODE	ROOM TYPE	C	N	ASF	PRI STA	SEC STA	END G DATE	USING DEPART
BLDG: LIBRARY		CAAN: 8525							
0520A	710	SHOP	1		116				
0522	720	STORAGE	1		672				
1401	450	STUDY SERV	1		1,314				
1401B	320	OTHER OFF	1		215	6			
1401C	320	OTHER OFF	1		1,203	14			
1401E	440	STACK	1		7,404	7			
1401F	440	STACK	1		475				
1403	430	OPEN STACK	1		2,449	90			
1403A	410	STUDY ROOM	1		476	30			
1403B	320	OTHER OFF	1		401	6			
1403C	212	RESRCH LAB	1		1,822	46			
1403E	150	C LAB SERV	1		238				
1403G	330	OFF SERV	1		473				
1403H	440	STACK	1		5,431	36			
1414	440	STACK	1		3,140	40			
1414A	320	OTHER OFF	1		102	1			
1414B	330	OFF SERV	1		170				
1414C	410	STUDY ROOM	1		490	20			
1414D	410	STUDY ROOM	1		236	8			
1500	450	STUDY SERV	1		1,605				
1505	330	OFF SERV	1		248				
1510	430	OPEN STACK	1		1,933	40			
1512M	330	OFF SERV	1		92				

09/25/85
D1 - INDIVIDUAL ROOMS BY DEPARTMENT

PROGRAM: 5.1.01.0.0 LIBR-GEN & PROF SUBJ FLDS DEPT:LIBRARY

SP STD:NONSTD

ROOM NO	ROOM CODE	ROOM TYPE	C	N	ASF	PRI STA	SEC STA	END G DATE	USING DEPART
1516	410	STUDY ROOM	1	.	431	9			
1517	430	OPEN STACK	1		4,216	60			
1518	320	OTHER OFF	1		549	6			
1518A	330	OFF SERV	1		28				
1520	450	STUDY SERV	1		1,679				
1520A	330	OFF SERV	1		95				
1520B	320	OTHER OFF	1		93				
1520C	330	OFF SERV	1		117				
1520D	330	OFF SERV	1		176				
1523	320	OTHER OFF	1		3,109	46			
1523A	320	OTHER OFF	1		205	2			
1523B	330	OFF SERV	1		115				
1523C	330	OFF SERV	1		89				
1523D	320	OTHER OFF	1		88	6			
1530	410	STUDY ROOM	1		5,821	240			
1530A	450	STUDY SERV	1		2,433				
1552	450	STUDY SERV	1		1,547			G	
1559	320	OTHER OFF	1		1,060	4		G	
1560	660	EXHIBIT	1		495			G	
1561	660	EXHIBIT	1		480			G	
1571	410	STUDY ROOM	1		247	12		G	
1572	410	STUDY ROOM	1		225	6		G	
1573	410	STUDY ROOM	1		145	4		G	
1574	410	STUDY ROOM	1		104	4		G	

09/25/85
D1 - INDIVIDUAL ROOMS BY DEPARTMENT

PROGRAM: 5.1.01.0.0 LIBR-GEN & PROF SUBJ FLDS DEPT:LIBRARY

SP STD:NONSTD

ROOM NO	ROOM CODE	ROOM TYPE	C	N	ASF	PRI STA	SEC STA	G	END DATE	USING DEPART
1575	410	STUDY ROOM	1	.	1,448	46			G	
1575A	450	STUDY SERV	1		78				G	
1581	410	STUDY ROOM	1		4,254	92			G	
1582	430	OPEN STACK	1		8,010	176			G	
1589	410	STUDY ROOM	1		138	6			G	
1591	410	STUDY ROOM	1		146	4			G	
2500	430	OPEN STACK ✓	1		4,121					
2502	320	OTHER OFF ✓	1		172	4				
2504Y	320	OTHER OFF	1		184	6				
2506	410	STUDY ROOM ✓	1		42	2				
2508	410	STUDY ROOM ✓	1		45	2				
2509	410	STUDY ROOM ✓	1		1,270	30				
2510	330	OFF SERV ✓	1		46					
2511	340	CONFERENCE ✓	1		313	12				
2513	330	OFF SERV ✓	1		479					
2515	450	STUDY SERV	1		161					
2517	320	OTHER OFF	1		79	3				
2519	320	OTHER OFF	1		79	2				
2520	430	OPEN STACK	1		38,993	429				
2520M	410	STUDY ROOM	1		58	2				
2520N	410	STUDY ROOM	1		59	2				
2520P	410	STUDY ROOM	1		60	2				
2520R	410	STUDY ROOM	1		72	2				
2521	320	OTHER OFF	1		203	8				

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D1 - INDIVIDUAL ROOMS BY DEPARTMENT

PROGRAM: 5.1.01.0.0 LIBR-GEN & PROF SUBJ FLDS DEPT:LIBRARY

SP STD:NONSTD

ROOM NO	ROOM CODE	ROOM TYPE	C	N	ASF	PRI STA	SEC STA	END G DATE	USING DEPART
2523	320	OTHER OFF	1	.	1,519	20			
2523A	450	STUDY SERV	1		172				
2523B	320	OTHER OFF	1		376	8			
2523C	340	CONFERENCE	1		489	20			
2523D	320	OTHER OFF	1		229	4			
2523E	320	OTHER OFF	1		139	4			
2523F	320	OTHER OFF	1		139	4			
2523G	320	OTHER OFF	1		128	4			
2528	320	OTHER OFF ✓	1		155	6			
2530	320	OTHER OFF ✓	1		1,381	18			
2534	330	OFF SERV	1		242				
2552	410	STUDY ROOM	1		455	14		G	
2561	320	OTHER OFF	1		1,478	4		G	
2561B	320	OTHER OFF	1		136	4		G	
2561C	320	OTHER OFF	1		203	6		G	
2561D	320	OTHER OFF	1		130	4		G	
2561E	320	OTHER OFF	1		134	2		G	
2572	410	STUDY ROOM	1		106	10		G	
2574	410	STUDY ROOM	1		108	6		G	
2575	410	STUDY ROOM	1		222	7		G	
2582	430	OPEN STACK	1		14,264	241		G	
2591	430	OPEN STACK	1		2,761	63		G	
2593	320	OTHER OFF	1		227	6		G	
2595	320	OTHER OFF	1		227	6		G	

09/25/85
D1 - INDIVIDUAL ROOMS BY DEPARTMENT

PROGRAM: 5.1.01.0.0 LIBR-GEN & PROF SUBJ FLDS DEPT:LIBRARY

SP STD:NONSTD

ROOM NO	ROOM CODE	ROOM TYPE	C	N	ASF	PRI STA	SEC STA	END G DATE	USING DEPART
3511	320	OTHER OFF	1		114	4			
3513	320	OTHER OFF	1		62	2			
3515	320	OTHER OFF	1		53	2			
3517	320	OTHER OFF	1		57	2			
3519	320	OTHER OFF	1		60	2			
3520	440	STACK	1		7,304	38			
3520D	320	OTHER OFF	1		59	2			
3520E	320	OTHER OFF	1		53	2			
3520F	320	OTHER OFF	1		61	2			
3520G	320	OTHER OFF	1		61	2			
3520H	320	OTHER OFF	1		53	2			
3520J	320	OTHER OFF	1		60	2			
3520K	320	OTHER OFF	1		59	1			
3520L	320	OTHER OFF	1		53	2			
3520M	320	OTHER OFF	1		60	1			
3520N	320	OTHER OFF	1		60	2			
3520P	320	OTHER OFF	1		53	2			
3520R	320	OTHER OFF	1		48	2			
3520S	340	CONFERENCE	1		244	10			
3520T	330	OFF SERV	1		167				
3521	320	OTHER OFF	1		55	2			
3523	320	OTHER OFF	1		3,302	40			
3561	320	OTHER OFF	1		4,815	68		G	
3561C	320	OTHER OFF	1		117	2		G	

09/25/85
D1 - INDIVIDUAL ROOMS BY DEPARTMENT

PROGRAM: 5.2.01.0.0 LIBR-GEN & PROF SUBJ FIDS DEPT:LIBRARY

SP STD:NONSTD

ROOM NO	ROOM CODE	ROOM TYPE	C	N	ASF	PRI STA	SEC STA	END G DATE	USING DEPART
3561D	320	OTHER OFF	1		103	6		G	
3561E	330	OFF SERV	1		410			G	
3562	660	EXHIBIT	1		737			G	
3562A	450	STUDY SERV	1		544			G	
3562B	320	OTHER OFF	1		177	4		G	
3562C	320	OTHER OFF	1		220	4		G	
3562D	320	OTHER OFF	1		562	6		G	
3562E	410	STUDY ROOM	1		651	17		G	
3562F	410	STUDY ROOM	1		50	2		G	
3562G	410	STUDY ROOM	1		39	2		G	
3562H	410	STUDY ROOM	1		51	2		G	
3562J	340	CONFERENCE	1		236	10		G	
3582	440	STACK	1		8,013	2		G	
3582A	450	STUDY SERV	1		208			G	
3582B	320	OTHER OFF	1		105	3		G	
3582C	320	OTHER OFF	1		115	3		G	
3582D	320	OTHER OFF	1		109	2		G	
3582E	330	OFF SERV	1		519			G	
3583	330	OFF SERV	1		108			G	
3589	320	OTHER OFF	1		1,326	22		G	
3589A	320	OTHER OFF	1		133	4		G	
3589B	320	OTHER OFF	1		122	3		G	
3589C	330	OFF SERV	1		89			G	
3589D	330	OFF SERV	1		101			G	

09/25/85
D1 - INDIVIDUAL ROOMS BY DEPARTMENT

PROGRAM: 5.1.01.0.0 LIBR-GEN & PROF SUBJ FLDS DEPT:LIBRARY

SP STD:NONSTD

ROOM NO	ROOM CODE	ROOM TYPE	C	N	ASF	PRI STA	SEC STA	END G DATE	USING DEPART
3589F	320	OTHER OFF	1		103	3		G	
3589G	320	OTHER OFF	1		105	3		G	
3589J	320	OTHER OFF	1		200	4		G	
3589K	340	CONFERENCE	1		234	8		G	
3589L	320	OTHER OFF	1		130	3		G	
3591A	410	STUDY ROOM	1		633	24		G	
3591B	410	STUDY ROOM	1		598	20		G	
3591C	410	STUDY ROOM	1		443	12		G	
3593A	420	CARREL	1		60	2		G	
3593B	420	CARREL	1		60	2		G	
3593C	420	CARREL	1		56	2		G	
3593D	420	CARREL	1		56	2		G	
3593E	420	CARREL	1		53	2		G	
3593F	420	CARREL	1		53	2		G	
3593G	420	CARREL	1		49	2		G	
3593H	420	CARREL	1		49	2		G	
3593J	420	CARREL	1		39	2		G	
3593K	420	CARREL	1		39	2		G	
3593L	420	CARREL	1		39	2		G	
3593M	320	OTHER OFF	1		168	6		G	
3593N	320	OTHER OFF	1		120	3		G	
3593P	320	OTHER OFF	1		140	4		G	
4500	410	STUDY ROOM	1		728	54			
4515	420	CARREL	1		64	2			

09/25/85
D1 - INDIVIDUAL ROOMS BY DEPARTMENT

PROGRAM: 5.1.01.0.0 LIBR-GEN & PROF SUBJ FLDS DEPT:LIBRARY

SP STD:NONSTD

ROOM NO	ROOM CODE	ROOM TYPE	C	N	ASF	PRI STA	SEC STA	END G DATE	USING DEPART
4517	420	CARREL	1		52	2			
4519	420	CARREL	1		58	2			
4520	430	OPEN STACK	1		7,343	49			
4520A	420	CARREL	1		65	2			
4520B	420	CARREL	1		51	2			
4520C	420	CARREL	1		59	2			
4520D	420	CARREL	1		59	2			
4520E	420	CARREL	1		53	2			
4520F	420	CARREL	1		60	2			
4520K	420	CARREL	1		59	2			
4520L	420	CARREL	1		52	2			
4520M	420	CARREL	1		59	2			
4520N	420	CARREL	1		60	2			
4520P	420	CARREL	1		51	2			
4520R	420	CARREL	1		58	2			
4521	420	CARREL	1		60	2			
4523	420	CARREL	1		52	2			
4537	430	OPEN STACK	1		2,860				
4541	410	STUDY ROOM	1		197	8			
4552	430	OPEN STACK	1		4,865	46			
4561	630	COMMONS	1		493			G	
4565	630	COMMONS	1		290			G	
4569	630	COMMONS	1		225			G	
4571	630	COMMONS	1		710			G	

09/25/85
D1 - INDIVIDUAL ROOMS BY DEPARTMENT

PROGRAM: 5.1.01.0.0 LIBR-GEN & PROF SUBJ FLDS DEPT:LIBRARY

SP STD:NONSTD

ROOM NO	ROOM CODE	ROOM TYPE	C	N	ASF	PRI STA	SEC STA	END G DATE	USING DEPART
4572	410	STUDY ROOM	1		225	10		G	
4574	410	STUDY ROOM	1		103	4		G	
4575	410	STUDY ROOM	1		220	10		G	
4576	410	STUDY ROOM	1		116	6		G	
4580	410	STUDY ROOM	1		107	4		G	
4582	430	OPEN STACK	1		17,414	200		G	
5500	410	STUDY ROOM	1		735	53			
5515	420	CARREL	1		67	2			
5517	420	CARREL	1		54	2			
5519	420	CARREL	1		60	2			
5520	430	OPEN STACK	1		6,428	50			
5520A	420	CARREL	1		63	2			
5520B	420	CARREL	1		53	2			
5520C	420	CARREL	1		61	2			
5520D	420	CARREL	1		60	2			
5520E	420	CARREL	1		54	2			
5520F	420	CARREL	1		61	2			
5520K	420	CARREL	1		61	2			
5520L	420	CARREL	1		54	2			
5520M	420	CARREL	1		61	2			
5520N	420	CARREL	1		61	2			
5520P	420	CARREL	1		54	2			
5520R	420	CARREL	1		65	2			
5521	420	CARREL	1		60	2			

09/25/85
D1 - INDIVIDUAL ROOMS BY DEPARTMENT

PROGRAM: 5.1.01.0.0 LIBR-GEN & PROF SUBJ FLDS DEPT:LIBRARY

SP STD:NONSTD

ROOM NO	ROOM CODE	ROOM TYPE	C	N	ASF	PRI STA	SEC STA	END G DATE	USING DEPART
5523	420	CARREL	1	.	53	2			
5535	430	OPEN STACK	1		1,047	23			
5537	330	OFF SERV	1		356				
5539	320	OTHER OFF	1		707	9			
5541	410	STUDY ROOM	1		264	8			
6500	410	STUDY ROOM	1		735	60			
6515	420	CARREL	1		64	2			
6517	420	CARREL	1		52	2			
6519	420	CARREL	1		58	2			
6520	430	OPEN STACK	1		7,343	53			
6520A	420	CARREL	1		65	2			
6520B	420	CARREL	1		51	2			
6520C	420	CARREL	1		59	2			
6520D	420	CARREL	1		59	2			
6520E	420	CARREL	1		53	2			
6520F	420	CARREL	1		60	2			
6520K	420	CARREL	1		59	2			
6520L	420	CARREL	1		52	2			
6520M	420	CARREL	1		59	2			
6520N	420	CARREL	1		60	2			
6520P	420	CARREL	1		51	2			
6520R	420	CARREL	1		58	2			
6521	420	CARREL	1		60	2			
6523	420	CARREL	1		52	2			

09/25/85
D1 - INDIVIDUAL ROOMS BY DEPARTMENT

PROGRAM: 5.1.01.0.0 LIBR-GEN & PROF SUBJ FLDS DEPT:LIBRARY

SP STD:NONSTD

ROOM NO	ROOM CODE	ROOM TYPE	C	N	ASF	PRI STA	SEC STA	END G DATE	USING DEPART
6537	430	OPEN STACK	1		2,860	39			
6541	410	STUDY ROOM	1		197	8			
7500	410	STUDY ROOM	1		735	62			
7515	420	CARREL	1		64	2			
7517	420	CARREL	1		52	2			
7519	420	CARREL	1		58	2			
7520	430	OPEN STACK	1		7,343	45			
7520A	420	CARREL	1		65	2			
7520B	420	CARREL	1		51	2			
7520C	420	CARREL	1		59	2			
7520D	420	CARREL	1		59	2			
7520E	420	CARREL	1		53	2			
7520F	420	CARREL	1		60	2			
7520K	420	CARREL	1		59	2			
7520L	420	CARREL	1		52	2			
7520M	420	CARREL	1		59	2			
7520N	420	CARREL	1		60	2			
7520P	420	CARREL	1		51	2			
7520R	420	CARREL	1		58	2			
7521	420	CARREL	1		60	2			
7523	420	CARREL	1		52	2			
7537	430	OPEN STACK	1		2,860				
7541	410	STUDY ROOM	1		197	8			
8515	450	STUDY SERV	1		214				

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09/25/85
D1 - INDIVIDUAL ROOMS BY DEPARTMENT

PROGRAM: 5.1.01.0.0 LIBR-GEN & PROF SUBJ FLDS DEPT:LIBRARY

SP STD:NONSTD

ROOM NO	ROOM CODE	ROOM TYPE	C	N	ASF	PRI STA	SEC STA	END G DATE	USING DEPART
8517	450	STUDY SERV	1	.	137				
8519	450	STUDY SERV	1		182				
8520	430	OPEN STACK	1		6,187	53			
8520A	660	EXHIBIT	1		204				
8521	410	STUDY ROOM	1		77	2			
8523	410	STUDY ROOM	1		94	2			
8533	410	STUDY ROOM	1		725	23			
8533A	420	CARREL	1		59	2			
8533B	420	CARREL	1		56	2			
8533C	410	STUDY ROOM	1		222	12			
8533D	410	STUDY ROOM	1		225	12			
8535	420	CARREL	1		49	2			
8537	420	CARREL	1		51	2			
8539	660	EXHIBIT	1		169				
8541	410	STUDY ROOM	1		78	2			
BUILDING TOTAL			278		255,717	3,500			
278 COUNT									

BLDG: MUSIC

CAAN: 8531

1163	440	STACK	1		352				
1401	450	STUDY SERV	1		303				
1404	430	OPEN STACK	1		626	21			
1406	430	OPEN STACK	1		1,338	21			
1407	320	OTHER OFF	1		159	1			

09/25/85
D1 - INDIVIDUAL ROOMS BY DEPARTMENT

PROGRAM: 5.1.01.0.0 LIBR-GEN & PROF SUBJ FLDS DEPT:LIBRARY

SP STD:NONSTD

ROOM NO	ROOM CODE	ROOM TYPE	C	N	ASF	PRI STA	SEC STA	END G DATE	USING DEPART
1409	450	STUDY SERV	1		460				
1410	430	OPEN STACK	1		5,881	101			
1416	410	STUDY ROOM	1		74	3			
2406	410	STUDY ROOM	1		384	20			
2408A	410	STUDY ROOM	1		293	14			
2408B	410	STUDY ROOM	1		64	4			
2408C	410	STUDY ROOM	1		44	2			
2408D	410	STUDY ROOM	1		37	2			
2408E	410	STUDY ROOM	1		130	8			
2408F	410	STUDY ROOM	1		37	2			
2408G	410	STUDY ROOM	1		35	2			
2408H	410	STUDY ROOM	1		68	4			
2408J	410	STUDY ROOM	1		66	4			
2408K	410	STUDY ROOM	1		35	2			
2408L	410	STUDY ROOM	1		35	2			
2408M	410	STUDY ROOM	1		58	3			
2408N	410	STUDY ROOM	1		33	2			
2408P	410	STUDY ROOM	1		33	2			
2410	430	OPEN STACK	1		4,305	89			
2411	410	STUDY ROOM	1		261	14			
2412	320	OTHER OFF	1		95	1			
2413	450	STUDY SERV	1		1,007				
2414	320	OTHER OFF	1		66	1			
2416	450	STUDY SERV	1		66				

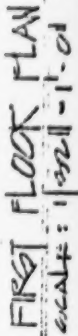
BEST COPY AVAILABLE

09/25/85
D1 - INDIVIDUAL ROOMS BY DEPARTMENT

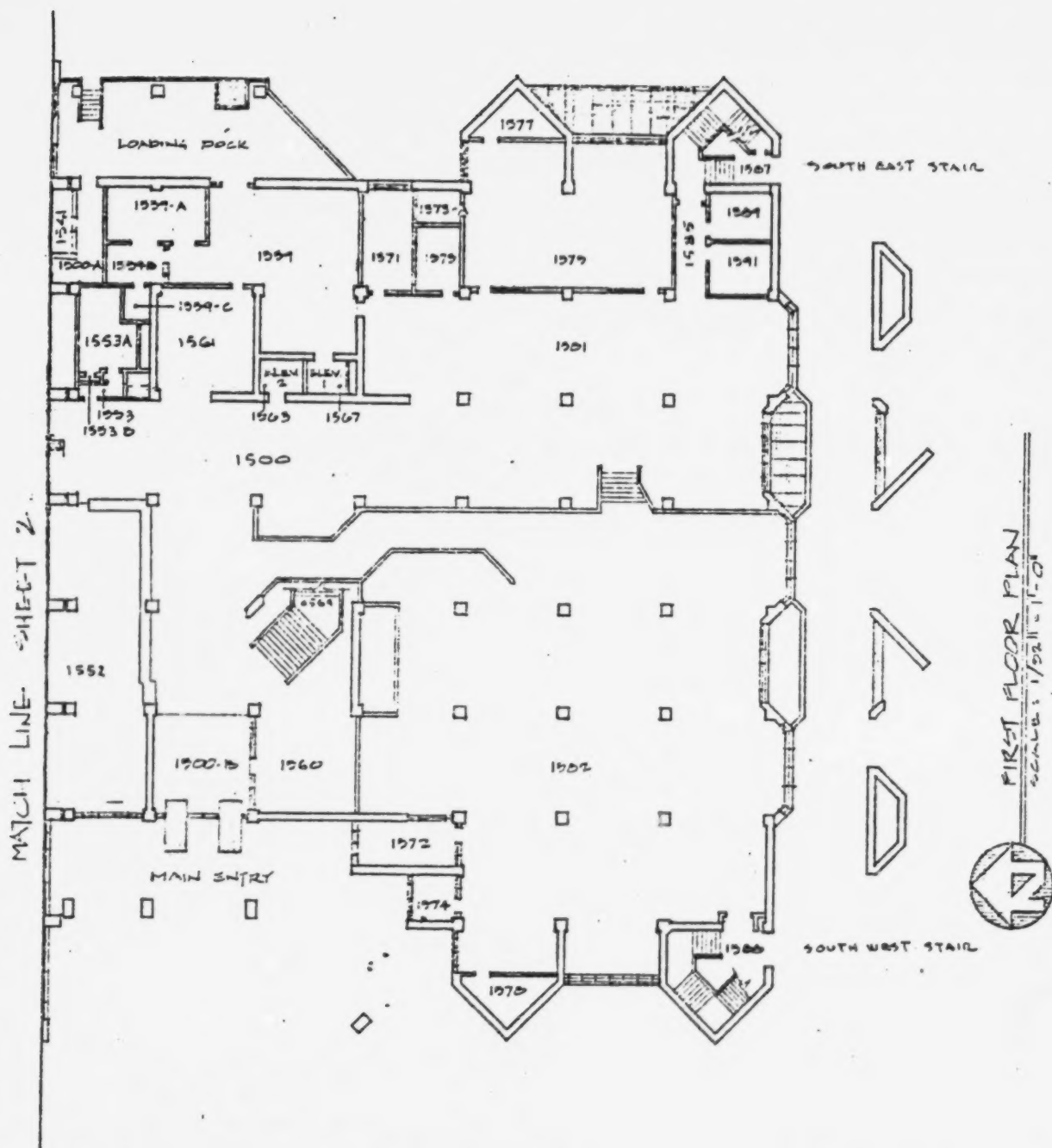
PROGRAM: 5.1.01.0.0 LIBR-GEN & PROF SUBJ FLDS DEPT:LIBRARY

SP STD:NONSTD

ROOM NO	ROOM CODE	ROOM TYPE	C	N	ASF	PRI STA	SEC STA	END G DATE	USING DEPART
2422	410	STUDY ROOM	1		87	4			
2422A	330	OFF SERV	1		7				
2424	720	STORAGE	1		7				
BUILDING TOTAL			32		16,448	329			
32 COUNT									
DEPT TOTAL			310		272,165	3,829			
310 COUNT									
PROGRAM TOTAL			310		272,165	3,829			
310 COUNT									



145



BLDG. 525

UNIVERSITY OF CALIFORNIA
SANTA BARBARA

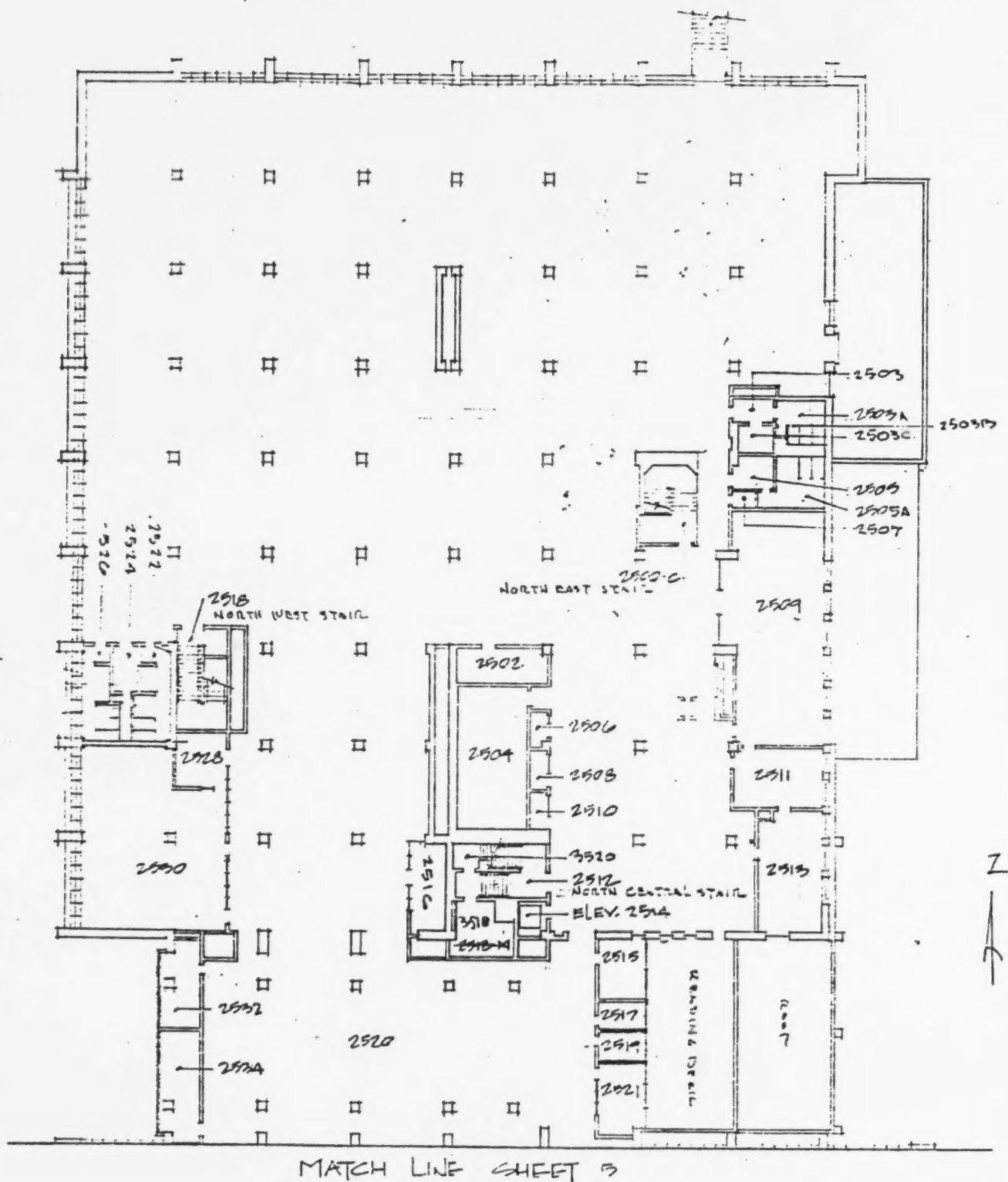
A&E - 16 JUNE 75

REVISED: 4-22-77 (KO)
4-24-80 STAIR

138

LIBRARY ADDITION
SHEET # 3

147



MATCH LINE SHEET 3

BLOG. 525

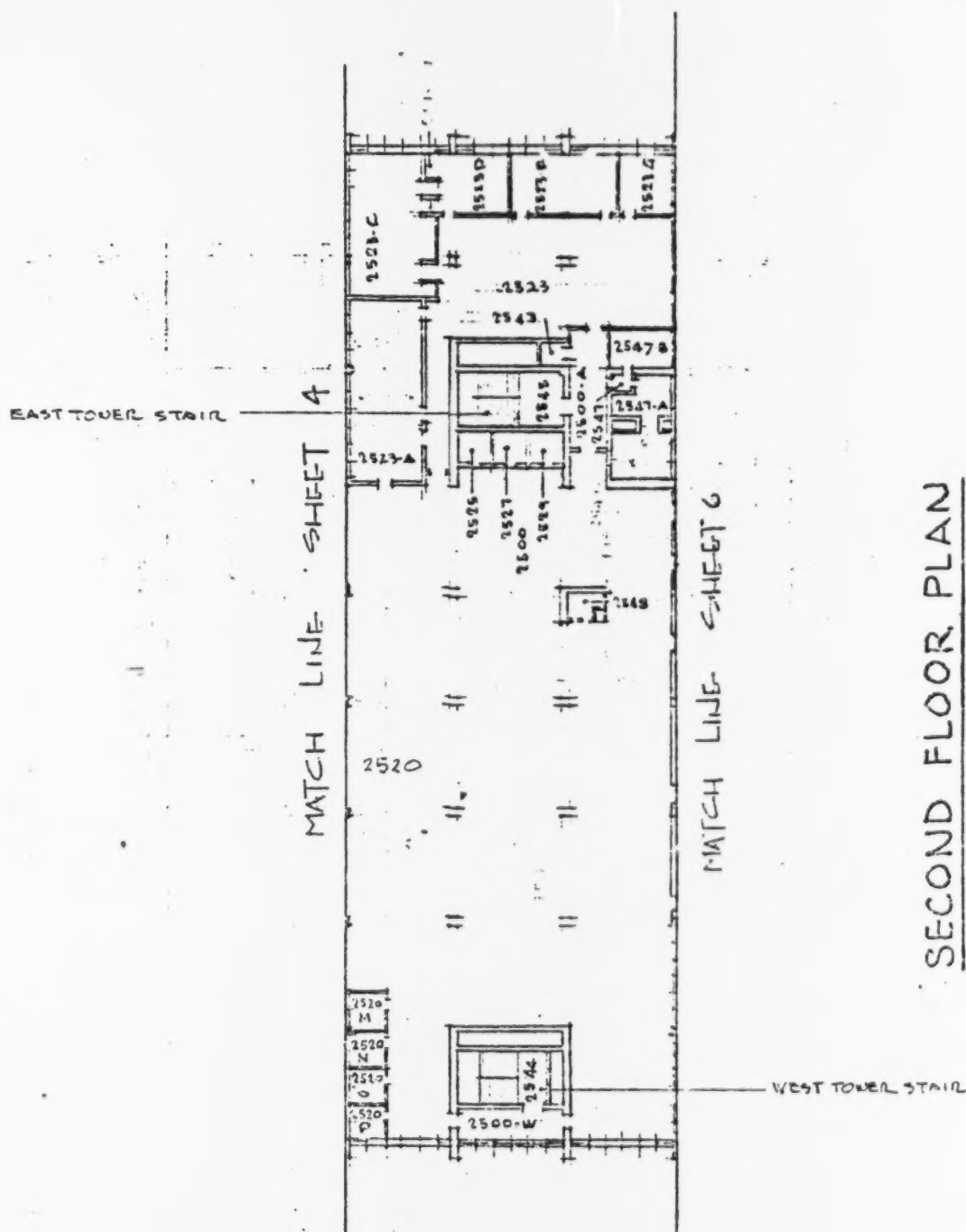
148

UNIVERSITY OF CALIFORNIA
SANTA BARBARA

139

DATE: APRIL 2 1976
REVISED: 4-22-77 (NO)
6:30-82
LIBRARY 1 & 2
SHEET # 4

N



SECOND FLOOR PLAN

SCALE 1/32" = 1'-0"

BLDG. N^o 525

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SANTA BARBARA

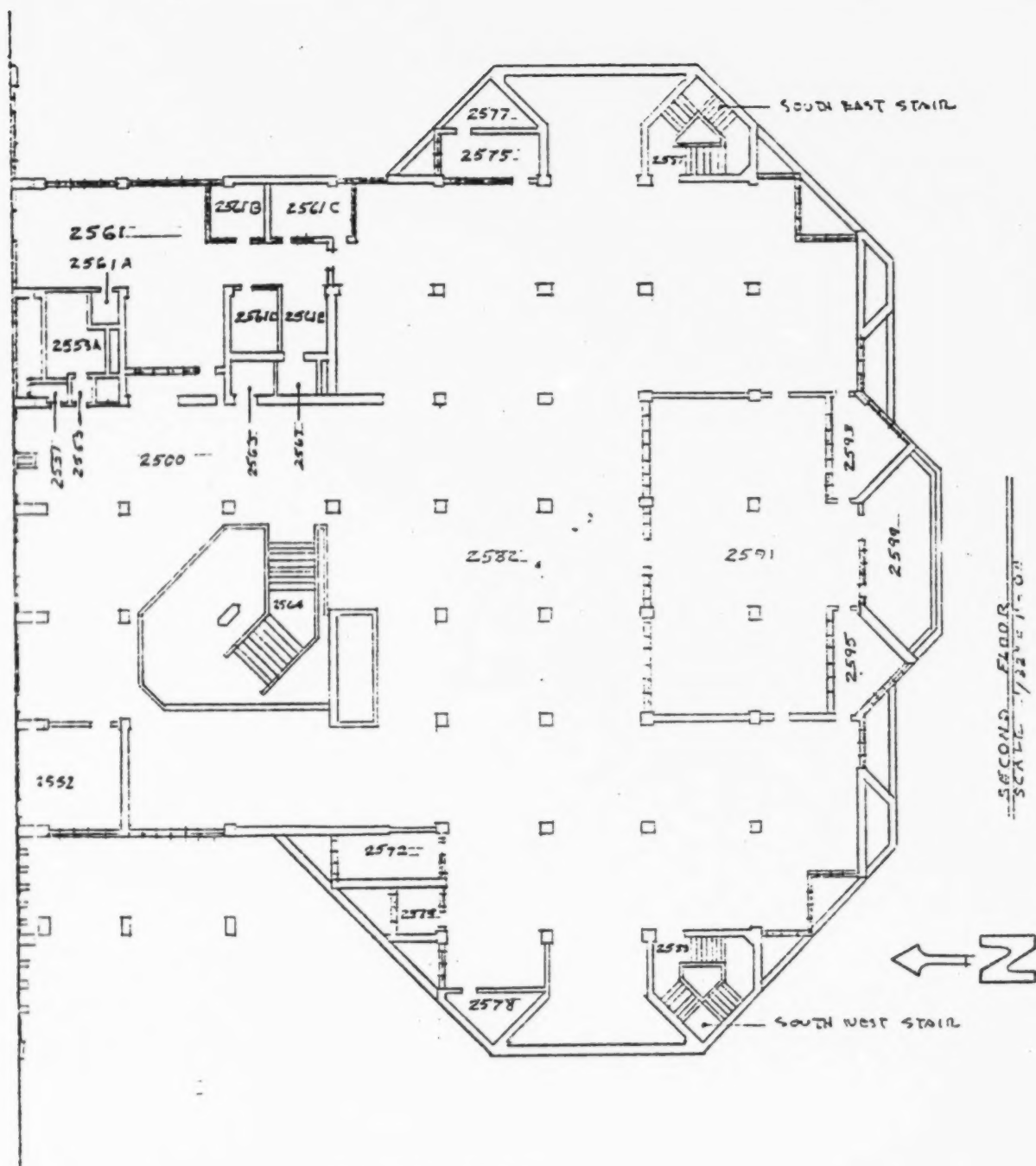
149

A & E 4-13-67
REV: 6-30-62

140

LIB. UNIT 3
SHT. 5

MATCH LINE SHEET NO. 5



SECOND FLOOR
SCALE 1/8" = 1'-0"

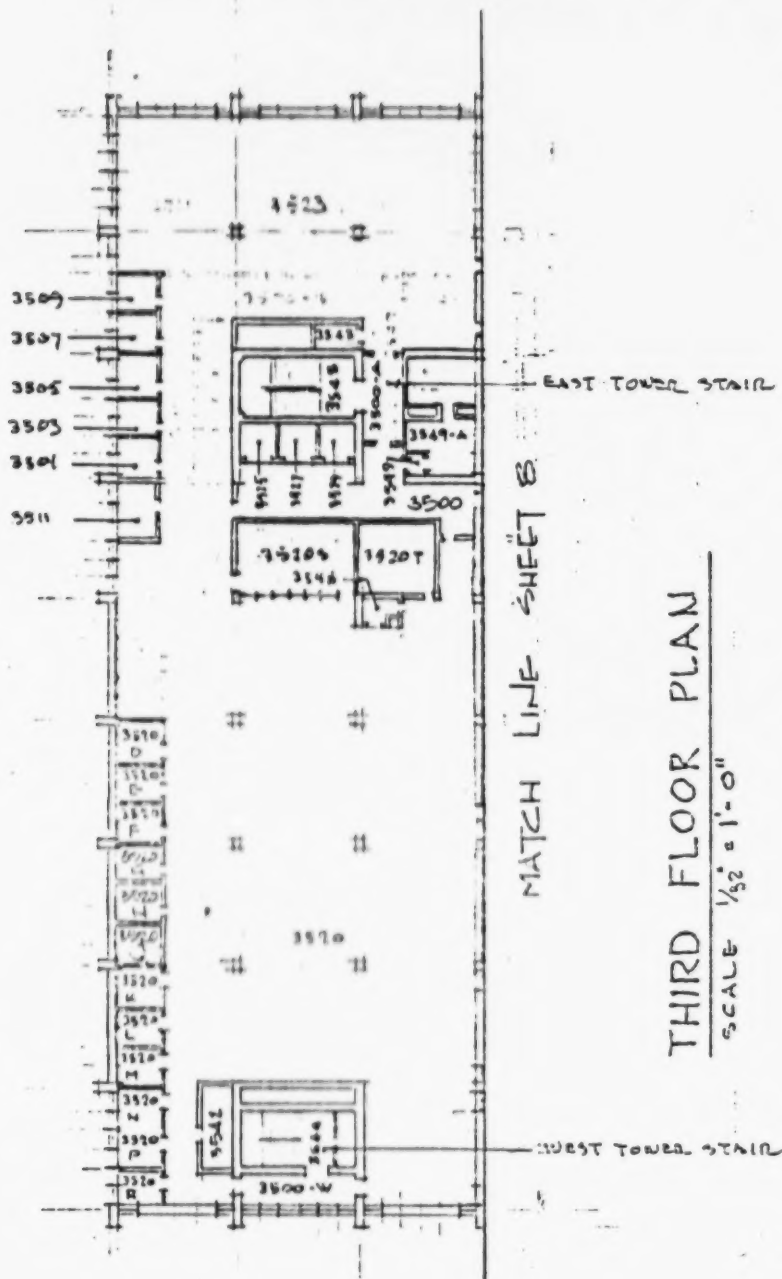
BLDG. 525
UNIVERSITY OF CALIFORNIA
SANTA BARBARA

A.E. 30 JUNE 75 REVISED: 4-22-77
A-22-80 STAIR

LIBRARY ADDITION

N

FOR 3RD FLOOR UNITS 142 SEE SHT. N. 16.



THIRD FLOOR PLAN

SCALE $\frac{1}{32}'' = 1'-0''$

BLDG. No 525

UNIVERSITY OF CALIFORNIA
SANTA BARBARA

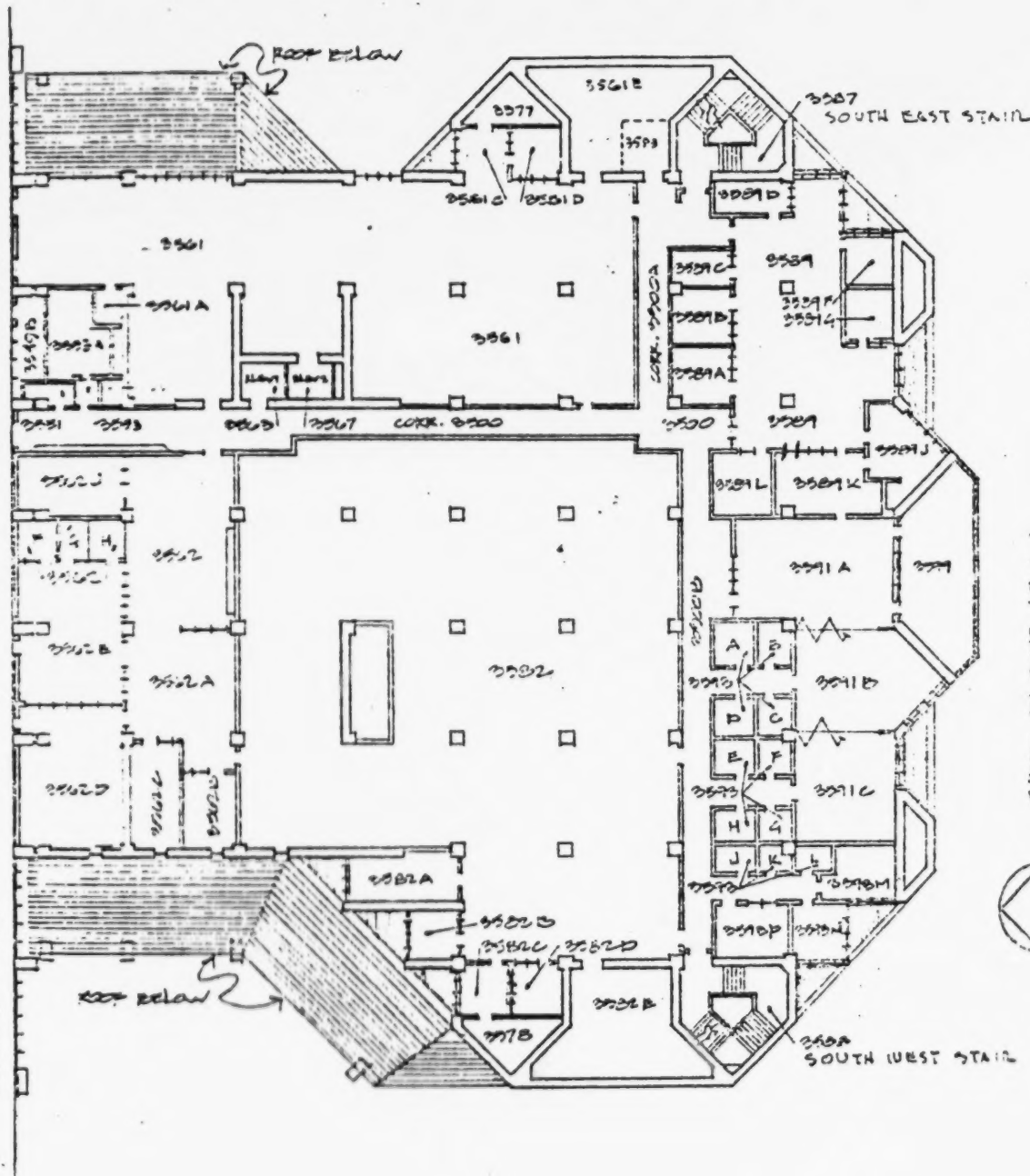
151

A&E 4-13-67
REV. 10-20-82

142

LIB. UNIT 3
SHT. 7

MATCH LINE SHEET 7



THIRD FLOOR PLAN
SCALE: 1/8" = 1'-0"



BLDG. 525

UNIVERSITY OF CALIFORNIA
SANTA BARBARA

152

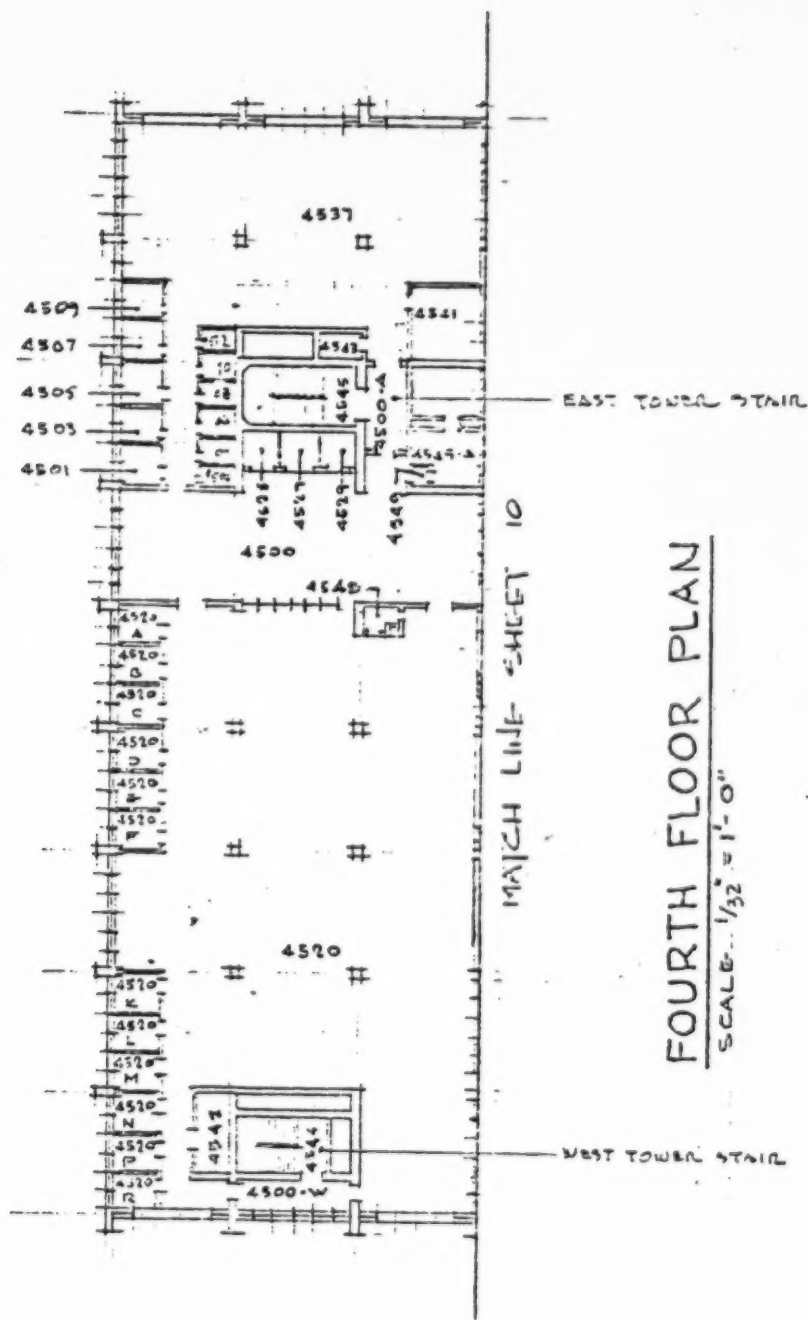
143

A & E - 3 ALKATRA

REVISED: 4-22-77
4-24-80 STAIR

LIBRARY ADDITION
SHT. 8

N



FOURTH FLOOR PLAN

SCALE: 1/32" = 1'-0"

BLDG. No 525

UNIVERSITY OF CALIFORNIA
SANTA BARBARA

153

A&E 4-13-67
REV G 30-82

144

LIB. UNIT 3
SHT. 9

MATCH LINE SHEET 9



FOURTH FLOOR PLAN
SCALE: 1/8" = 1'-0"



BLDG. 525

UNIVERSITY OF CALIFORNIA
GANTA BARBARA

145

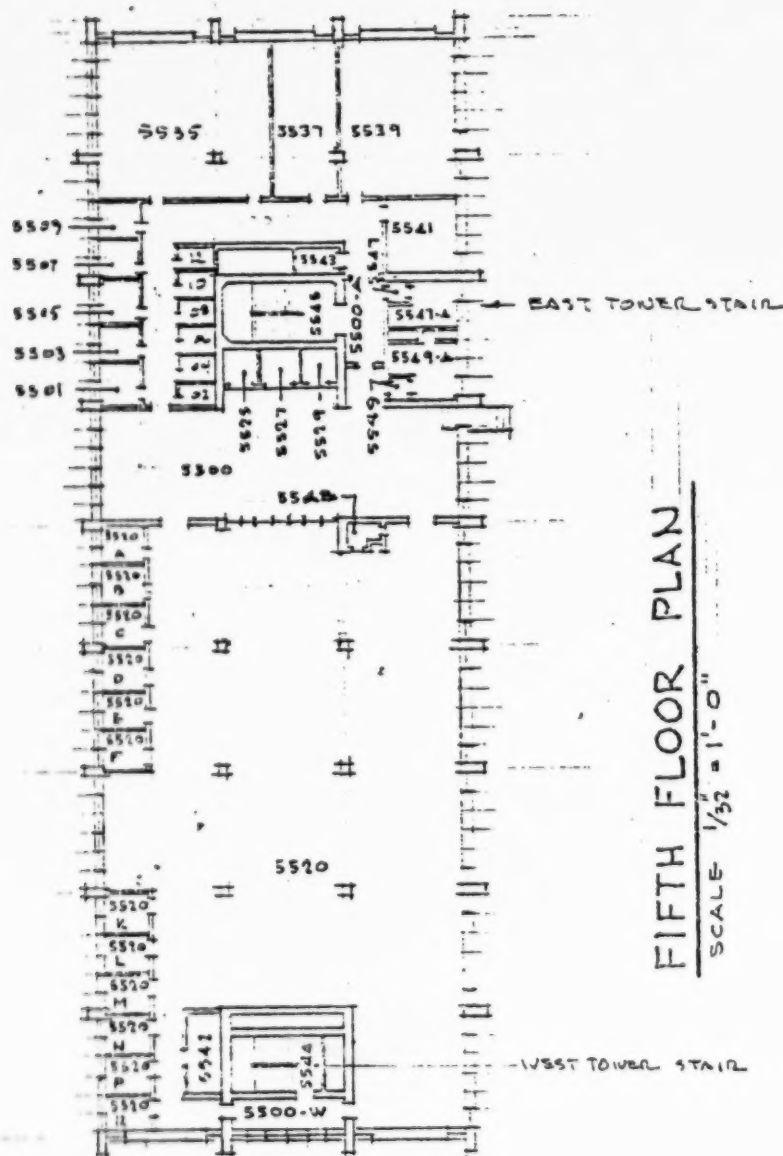
154

A & E - 10 SEPT. 75

REVISED: 4-22-77
4-24-80 STAIR

LIBRARY ADDITION
CUT 10

N



FIFTH FLOOR PLAN

SCALE 1/32" = 1'-0"

BLDG. No 525

UNIVERSITY OF CALIFORNIA
SANTA BARBARA

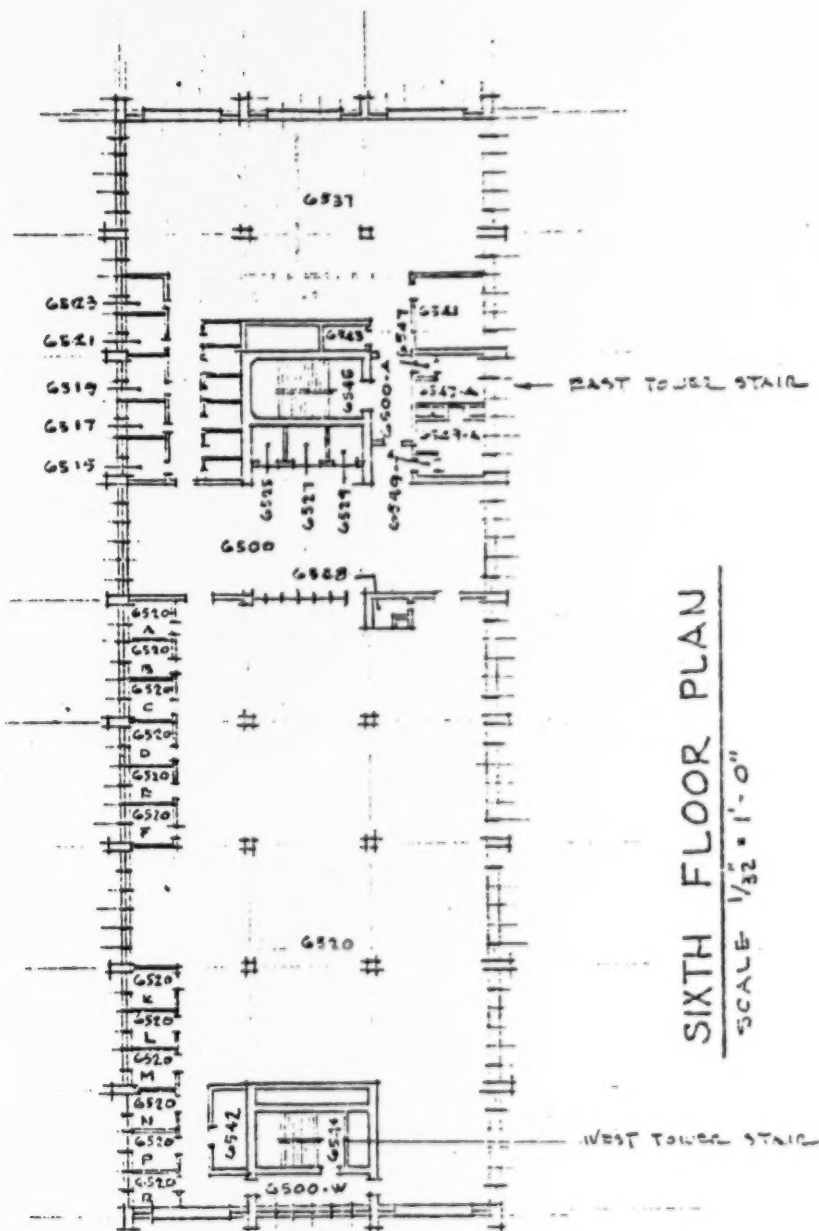
155

A&E 4-13-67
REV. 6-30-82

146

LIB. UNIT 3
SHT. 11

N



SIXTH FLOOR PLAN

SCALE 1/32" = 1'-0"

BLDG. No 525

UNIVERSITY OF CALIFORNIA
SANTA BARBARA

156

A & E 4-13-67

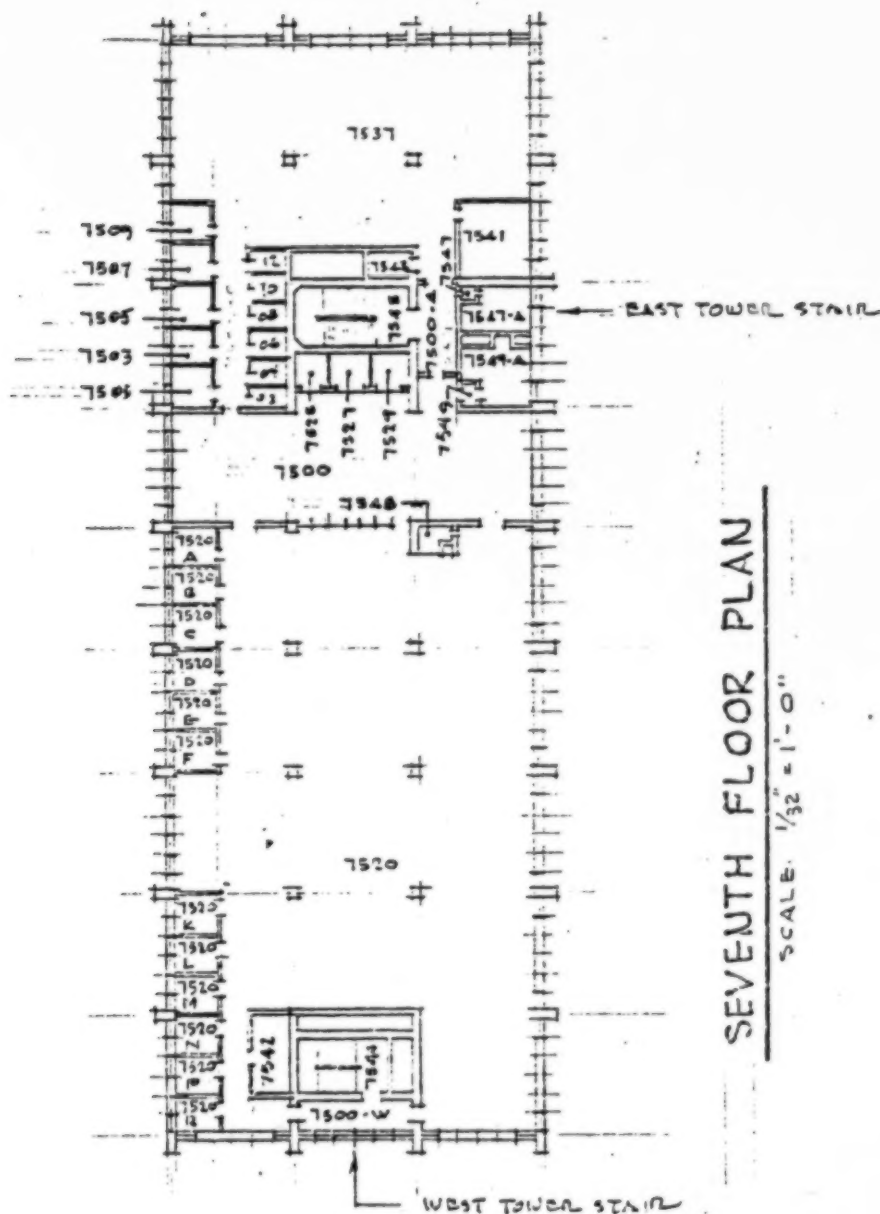
REX 10-9-79 4-24-80 STAIR

147

LIB. UNIT 3

SHT. 12

N



SEVENTH FLOOR PLAN

SCALE: 1/32" = 1'-0"

BLDG. No 525

UNIVERSITY OF CALIFORNIA
SANTA BARBARA

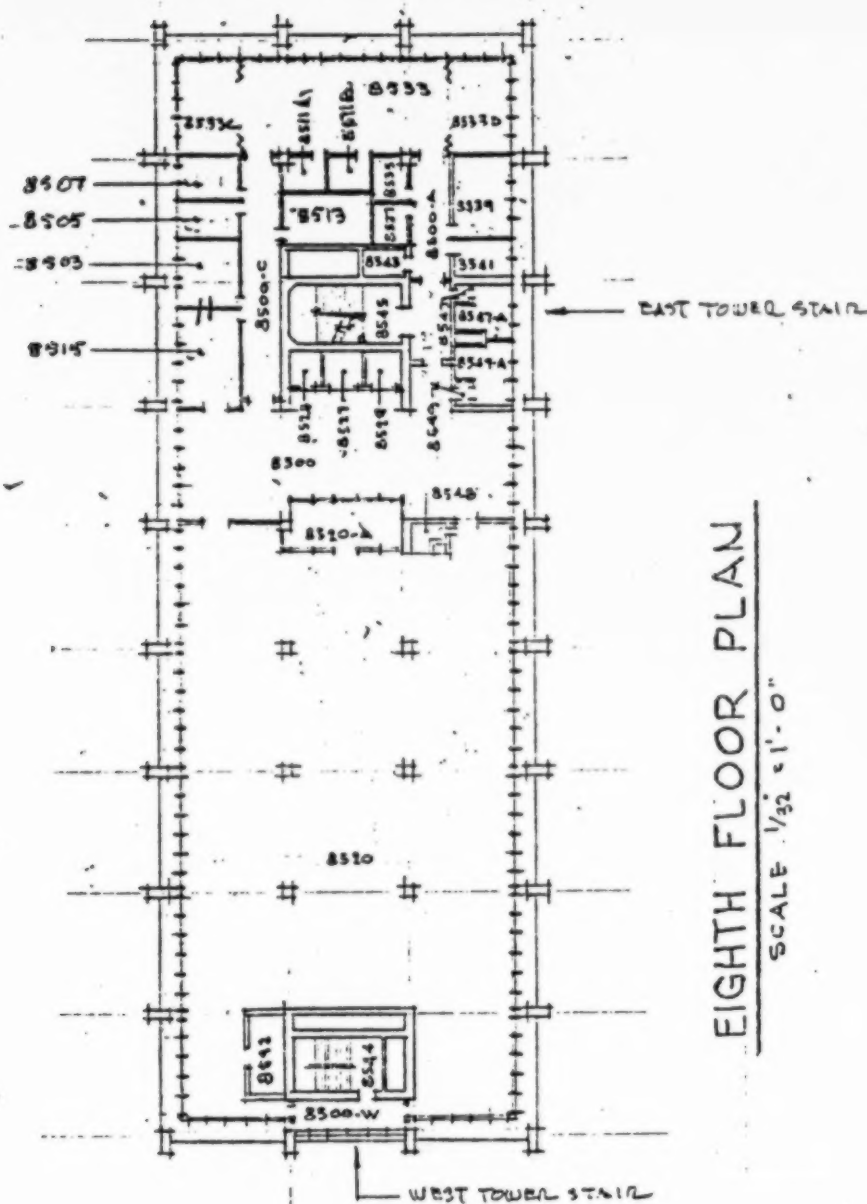
157

A & E 4-13-67
REV. 6-30-92

148

LIB. UNIT 35
SHT. 13

N 



EIGHTH FLOOR PLAN

SCALE 1/32" = 1'-0"

BLDG. No 525

UNIVERSITY OF CALIFORNIA
SANTA BARBARA

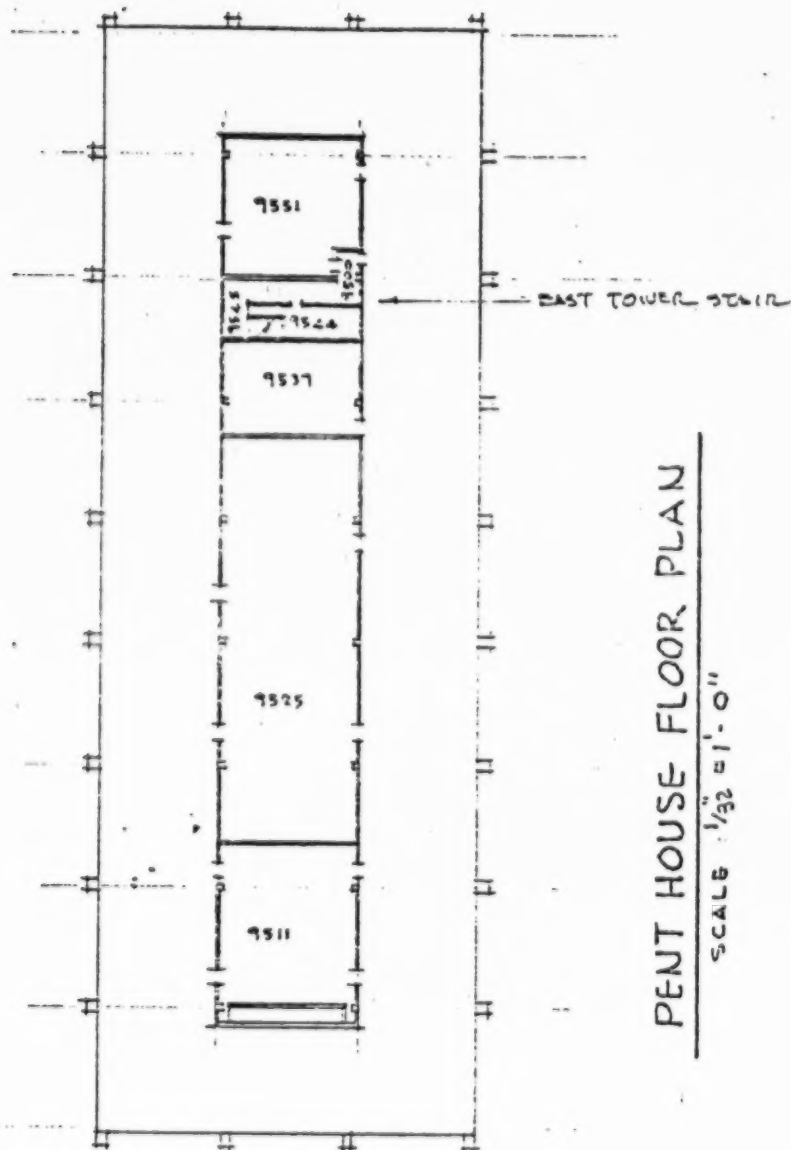
158

A & E 2-13-67
REV. 6-30-82

149

LIB. UNIT 3
SHT. 14

N 



PENT HOUSE FLOOR PLAN

SCALE 1/32" = 1'-0"

BLDG. No 525

UNIVERSITY OF CALIFORNIA
SANTA BARBARA

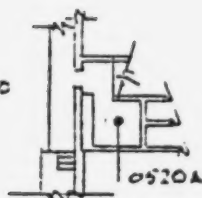
159

A & E 4-13-67
REV. 5-11-76 4-24-80 STAIR

150

LIB. UNIT 3
SHT. 15

0520



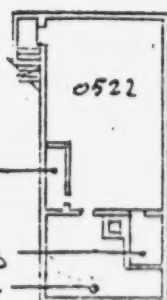
0520A

GROUND FLOOR PLAN

0522A

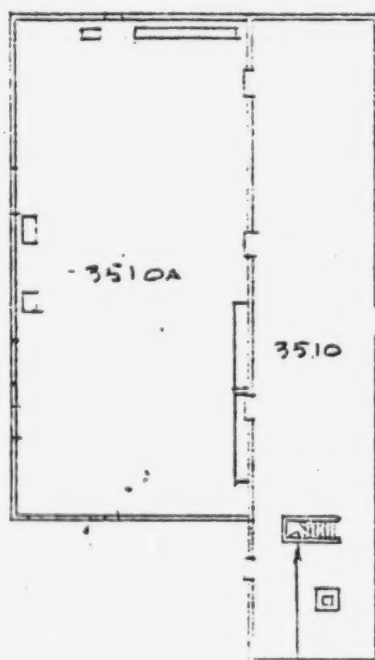
0522B

0522C



0522

BASEMENT PLAN



3510

3510A

NORTH CENTRAL STAIR

THIRD FLOOR PLAN

Scale: 1/32" = 1'-0"

BLDG. No 525

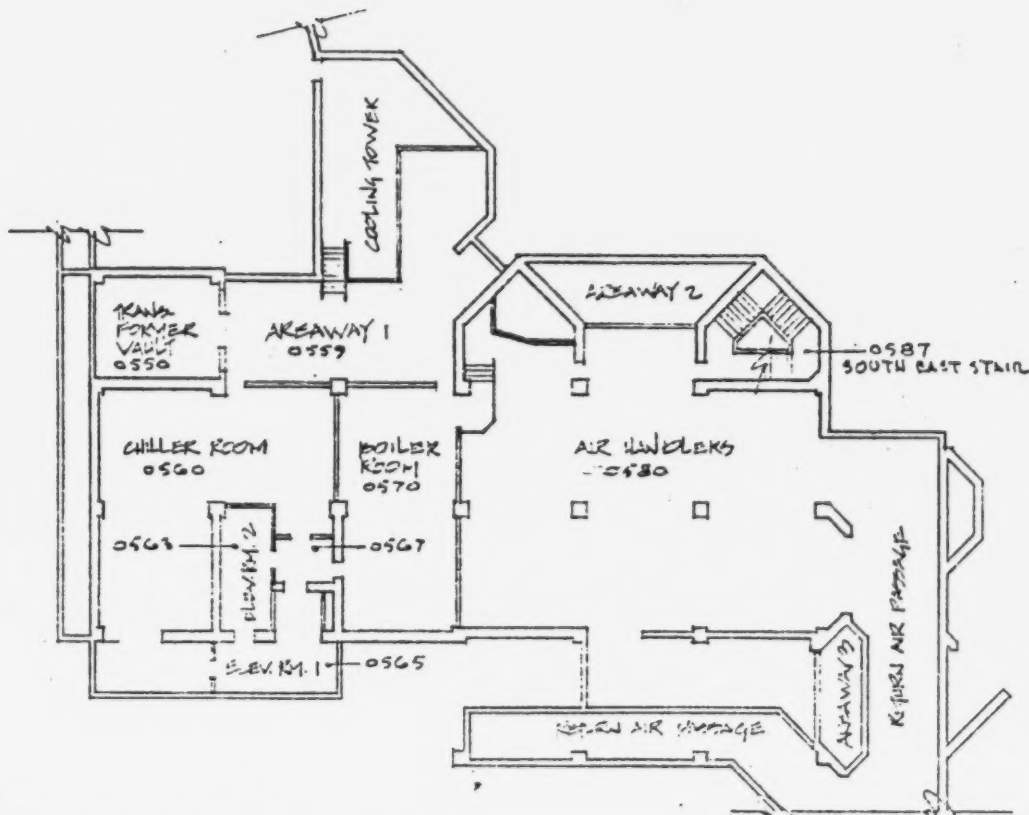
UNIVERSITY OF CALIFORNIA
SANTA BARBARA

160

151

AGE 6-22-62 22/ 5-11-76

SHJ. 16



BASEMENT PLAN
SCALE: 1/8" = 1'-0"

BLDG. 525

UNIVERSITY OF CALIFORNIA
SANTA BARBARA

A & E - 10 SEPT. 75

REVISED: 5-11-76
4-24-80 STAIR

LIBRARY ADDITION
SHEET # 17

Arts Library Space Plans

TO: AL Staff
FM: W. Treese, Arts Library, UCSB
SUBJ: Proposed Art Library
DATE: November 13, 1984

Attached is the space allocations worked out thus far. Have a close look and we will discuss at staff meeting beginning this Wednesday, November 14th.

cc: AL Staff
*K1984/ARTS LIBRARY - PROPOSED SPACE/ALSTAFF.406*E

TO: J. Boisse, University Librarian W
FM: W. Treese, Arts Library
SUBJ: Present and Proposed Space Allocations for Art Library Materials.
DATE: November 30, 1984

PRESENT SPACE ALLOCATION:

---- Art Exhibition & Auction Catalogs Area = 1310 sq.ft.
---- Art Librarian's Office = 150 sq.ft.
---- Book Stacks = 3400sq.ft.
---- Bound Periodical Shelving = 540 sq.ft.
---- Caged Material = 1179 sq.ft
---- Card Catalog Area (Includes Bound Periodical Shelves) =
754 sq.ft.
---- Circulation Desk = 330 sq.ft.
---- Entrance = 280 sq.ft.
---- General Work Space = 600 sq.ft.
---- Microforms = 100 sq.ft
---- Multi-Purpose Rooms = 925 sq.ft.
---- Photography = 80 sq.ft.
---- Reference = 590 sq.ft.
---- Reserve Book Area = 66 sq.ft.
---- Storage Area = 70 sq.ft.

GRAND TOTAL = 10,374 SQ.FT.

PROPOSED SPACE ALLOCATION:

---- Art Exhibition & Auction Catalogs Area = 2,700 sq.ft.
---- Art Librarian's Office = 150 sq.ft.
---- Book Stacks = 7,500 sq.ft.
---- Bound Periodical Shelving = 1,200 sq.ft.
---- Caged Material = 3,600 sq.ft
---- Card Catalog Area (Includes Bound Periodical Shelves) =
1,000 sq.ft.
---- Circulation Desk = 500 sq.ft.
---- Entrance = 300 sq.ft.
---- General Work Space = 700 sq.ft.
---- Microforms = 200 sq.ft
---- Multi-Purpose Rooms = 1,200 sq.ft.
---- Photography = 150 sq.ft.
---- Reference = 1,500 sq.ft.
---- Reserve Book Area = 100 sq.ft.
---- Storage Area = 300 1posq.ft.

GRAND TOTAL = ? SQ.FT.

There are several considerations involved in the preparation of the proposed space estimates.

1. Stack space needs to be doubled in every area.
2. The space formerly shared with Music needs to be included.
3. Seating space needs to be increased. Over the years a lot of seating was displaced to obtain more shelving.

-Have-

18 Carrels	135 sq.ft.
9 Large Tables (68 Persons)	325sq.ft.
3 Couches (9 Persons)	54 sq.ft.
6 Lounge Chairs	50 sq.ft.

-Need-

40 Carrels	300 sq.ft
10 Large Tables (40 Persons)	240 sq.ft.
5 Couches (15 Persons)	90 sq.ft.
15 Lounge Chairs	120 sq.ft.

4. Space needs to be allocated for on-line terminals to be located in service areas as well as banked in the present/former catalog area. We estimate a need for 9 terminals (6 public, 3 staff).

5. At least three rooms need to be assigned to Multi-purpose facilities - spaces that can be used for in-library class meetings (irregular), formal meetings, and informal gatherings or discussions groups.

6. Space with controlled lighting for the use of microfilms and microfiche.

7. For the rare and fragile material we need to expand the caged area considerably to allow for more storage. The following considerations should be included in the plan:

a. A tri-part divided cage. One area devoted to reader space. Another to regular cage shelving. The third to high security, temperature/humidity controlled storage.

b. A temperature/humidity controlled area for storage of rare and fragile material. Ideally, this space should utilize compact shelving for the bulk of the collection.

c. Some of these concepts could be combined with other functions of the library given proper alignment of space within the other areas of the library.

8. Space for Exhibits. The present unit has no space for exhibitions of library materials nor materials related to library use.

9. Expanded Space for Photocopying (camera copying).

10. Sound insulated room for photoduplicating (Xerox). Included in this space should be an on-line terminal connected to a printer (paper cost funded by charge to users).

11. Adequate display space for new books and periodicals.

12. Separately defined but contiguous space shared by Circulation, Reserve Books, Microform Collection, and staff work areas.

13. Areas of the library defined in such a manner that effective sound barriers exist between book stacks, reader areas and service points are provided. These areas should be defined for closure in the event of a reduction in funds for service activities.

These first rough figures will need a lot more discussion and scrutiny by everyone involved before we proceed further in our investigations. I would appreciate wide distribution and comments on the above.

cc: L. Ayres, Chair, Art History
M. Arntz, Chair, Art
L. Kofenig, Asst. Art Librarian
O. Ignon, Acting AUL Services
M. Silver, Asst. Dept. Head, Arts Library
AL Staff

*K1984/BOISSE.408/ARTS LIBRARY - PROPOSED SPACE

ARTS LIBRARY - PRESENT SPACE, 1984

*E

PRESENT SPACE ALLOCATION

_____ Closed Stack Areas

Archive = 324 sq.ft.

LP Phonorecords = 486 sq.ft.

Tapes = 96 sq.ft.

Rare and Fragile Collection = 144 sq.ft.

Total Closed Stack Area = 1050 sq.ft.

_____ Open Stack Areas

Scores = 720 sq.ft.

Miniature scores = 108 sq.ft.

Books = 972 sq.ft.

Oversize = 54 sq.ft.

Bound Periodicals = 234 sq.ft.

New Periodical Display = 144 sq.ft.

Lockers = 72 sq.ft.

Reference = 405 sq.ft.

Total Open Stack Area = 2709 sq.ft.

_____ User Spaces

Catalog and Terminal Space = 224 sq.ft.

Entrance = 280 sq.ft.

Open User Space

Reading Tables and Carrells = 1332 sq.ft.

Listening Tables and Carrells (Earphone) = 432 sq.ft.

Xerox Area = 54 sq.ft.

User rooms

Micromaterials Area = 189 sq.ft.

Video Room = 144 sq.ft.

Listening Rooms

2-Person = 372 sq.ft.

4-Person = 240 sq.ft.

Multi-Purpose Rooms = 651 sq.ft.

Total User Spaces = 3918 sq.ft.

_____ Work and Staff Spaces

Circulation Area = 330 sq.ft. (shared with art)

Staff Workroom = 750 sq.ft. (shared with art)

Music Service Area = 360 sq.ft.

Dubbing Area = 144 sq.ft.

Music Librarians' Offices (2) = 144 sq.ft.

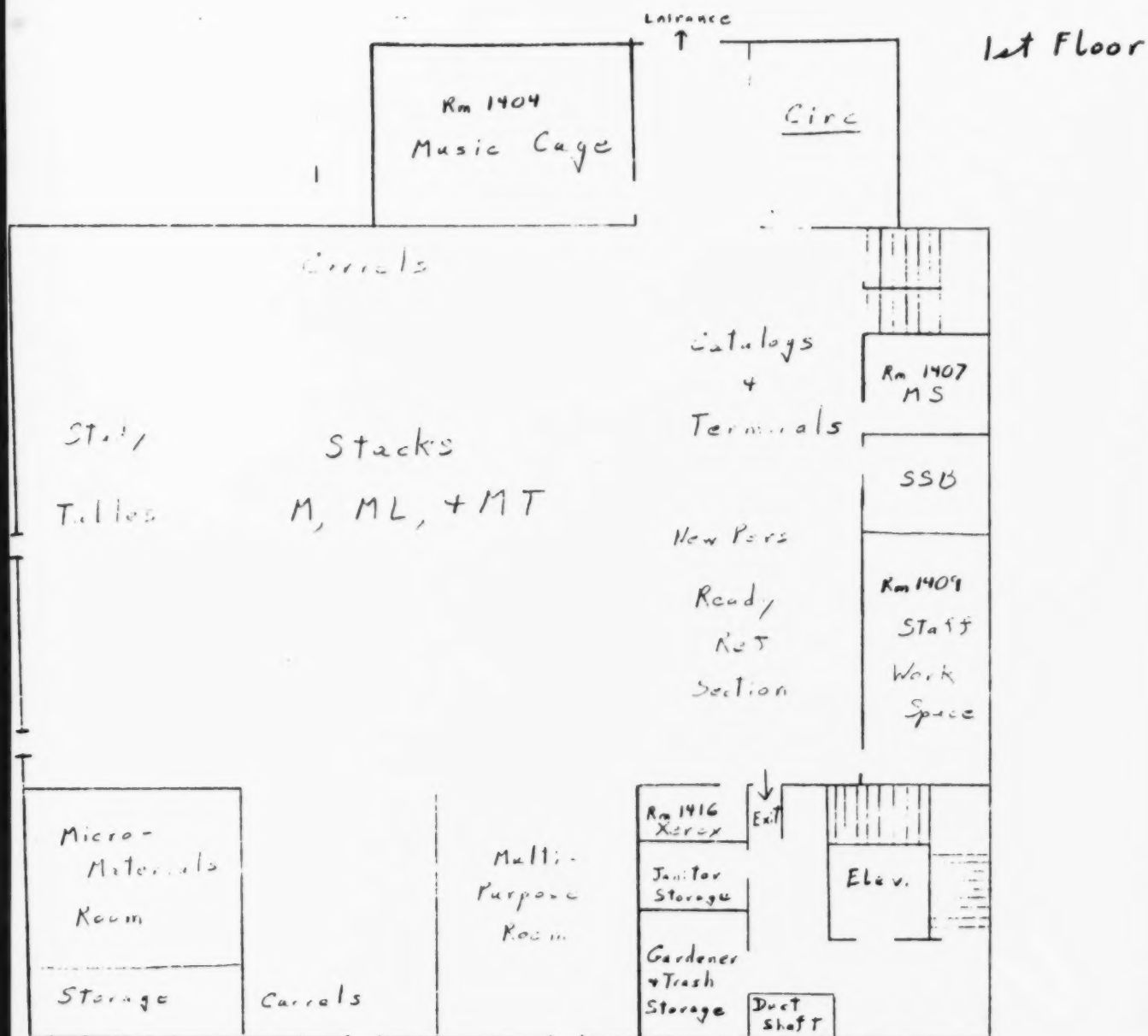
Total Work and Staff Spaces = 1728 sq.ft.

_____ Storage = 0

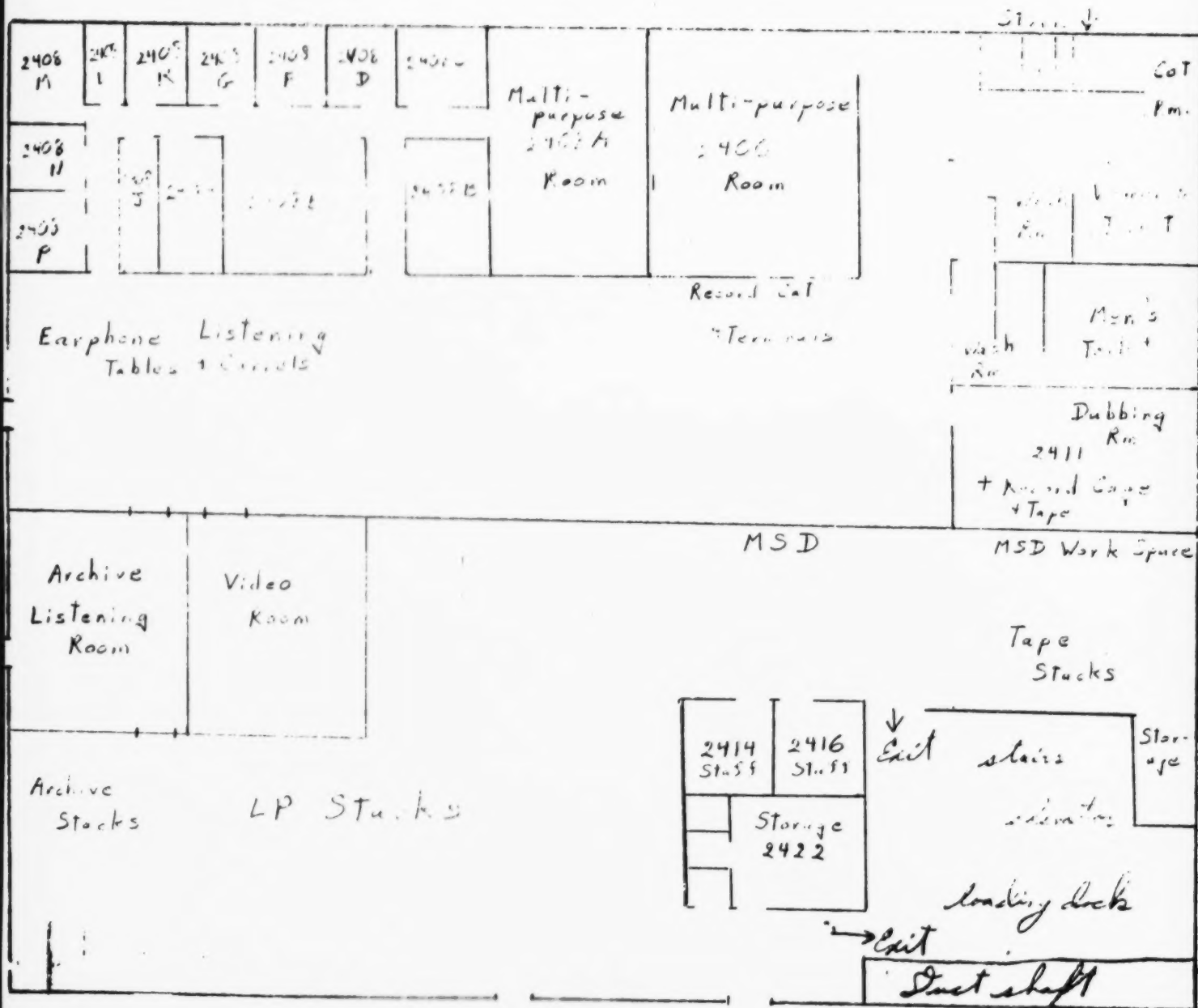
GRAND TOTAL = 9,405 sq.ft.

PROPOSED SPACE ALLOCATION

_____	Closed Stack Areas	
	Archive = 500 sq.ft.	
	LP Phonorecords = 1400 sq.ft.	
	Tapes = 400 sq.ft.	
	Rare and Fragile Collection = 1129 sq.ft.	
	Total Closed Stack Area = 3429 sq.ft.	
_____	Open Stack Areas	
	Scores = 1200 sq.ft.	
	Miniature scores = 220 sq.ft.	
	Books = 1800 sq.ft.	
	Oversize = 150 sq.ft.	
	Bound Periodicals = 350 sq.ft.	
	New Periodical Display = 144 sq.ft.	
	Lockers = 72 sq.ft.	
	Reference = 590 sq.ft.	
	Total Open Stack Area = 4526 sq.ft.	
_____	User Spaces	
	Catalog and Terminal Space = 1354 sq.ft.	
	Entrance = 280 sq.ft.	
	Open User Space	
	Reading Tables and Carrells = 2000 sq.ft.	
	Listening Tables and Carrells (Earphone) = 1200 sq.ft.	
	Xerox Area = 244 sq.ft.	
	User rooms	
—	Micromaterials Area = 400 sq.ft.	
	Video Room = 280 sq.ft.	
	Archive Listening Room = 250 sq.ft.	
	Listening Rooms	
	2-Person = 372 sq.ft.	
	4-Person = 240 sq.ft.	
	Multi-Purpose Rooms = 1400 sq.ft.	
	Total User Spaces = 8020 sq.ft.	
_____	Work and Staff Spaces	
	Circulation Area = 330 sq.ft.	
	Staff Workroom = 600 sq.ft.	
	Music Service Area = 550 sq.ft.	
	Dubbing Area = 200 sq.ft.	
	Music Librarians' Offices (2) = 300 sq.ft.	
	Total Work and Staff Spaces = 1980 sq.ft.	
_____	Storage = 370 sq.ft.	
	GRAND TOTAL = 18,325 sq.ft.	



2d floor



Subject Service Centers Proposal

December 6, 1985

To: Susan Lentz, Chair, Task Force on Facilities

From: Robert Sivers

Subject: Some probable changes in public services and their impact on facilities, space and equipment planning.

I hope this memorandum form of response to your committee will be acceptable in lieu of the questionnaire. I'm using this form because it is better suited to what I'd like to discuss about plans for future space and equipment in the public services areas. I should make it clear at once that I'm writing as an individual rather than as Co-chair of the OCS Task Force. The opinions stated, in so far as they touch on future reorganization of the Library or changes in staffing patterns, have not been discussed with the OCS Task Force. I have discussed some of them in brief with Cecily Johns. I have also discussed them very broadly with Gary Peete insofar as they had implications for the Technology Task Force.

My particular view of the future in public services--and one I do not claim to be at all unique--is that the managerial structure, space, equipment and general facilities will necessarily be organized to support and enhance the work of clusters of subject specialists. It is reasonable to forecast that this Library will employ more subject specialists than there are now. Indeed it seems equally reasonable to expect that by the end of this century, nearly all librarians below the administrative level in the University Librarian's Office will be either subject specialists and/or middle management. The subject specialist will perform multiple duties centered around the use of the computer to retrieve bibliographic information, the acquisition of information itself in computer or conventional form, and the instruction of end users in basic or advanced skills of retrieving and acquiring information themselves. The subject specialist will therefore be the bridge between the information available through the Library and the research or teaching departments on the campus. Due to predicted space limitations in other parts of the campus and the importance of being close to information sources, which includes one's colleagues, subject specialists will be located primarily in the library, although they may have office hours in the academic departments or research institutes.

Before turning to the implications for facilities to be found in the paragraph above, let me add these thoughts. In my opinion, the sketch of the public services configuration just presented does not describe a real choice which this Library or other research libraries have. Rather it expresses the effects of a technological and informational imperative driven by the fourth generation computer, the costs of constructing library space, the unabated growth of specialized information worldwide in all fields, and the critical need for such information in learning and in doing research. If so, then, as in implementing computer accessible cataloging, the only real choices are whether we will be dragged by exterior events into such a configuration, thereby causing a great deal of bad feeling and confusion, or whether we will opt to plan for it with reason and system.

If everything discussed so far is correct, the implications for facilities, space and equipment planning are significant. Excluding the historical accident of the Reference Department's moving into former administrative headquarters and the anomaly of MIL, office space in the Library has been planned around the Wellman formula of the early sixties and by a Library Administration that was extremely critical of and skeptical about the use of the computer in the provision of information. The formula alluded to was invented when librarians were struggling to shed such tasks as typing overdue notices or catalog cards, and to take on such duties as collection development and information management. In short, they were basically upper level clerks aspiring to more advanced duties. The Wellman formula captures this status in its space allocations. SEL and Government Publications reflect this thinking perfectly: a relatively large, enclosed office for a department head who was typically viewed as the authority who would discuss, implement and enforce library policy and procedural matters, and, a large, open office in which rows of desks are placed for the production work of the librarians qua advanced-clerks and other support staff. The concepts of the need for privacy with clients, of the necessity for excluding the noise of support staff work and office discussions, of the need for space for several computer work stations dedicated to the use of each subject specialist--all this, and more which is now on the horizon, were naturally lacking in the thinking of the Wellman committee when it derived its formulas. It was enough, they thought, that each librarian have a small desk, a chair, and a wastebasket, provided there existed a reference desk outside the office where she could plant herself and passively wait for the library "patron" to approach with a question. All this, of course, is now ludicrously and counterproductively out of date. Like so much else that the computer and the growth of knowledge has affected, we need a new beginning in space and facility planning, and that is the opportunity your Task Force and the Study Team has.

How then should facilities, space and equipment be re-allocated? These are my thoughts, mixed liberally with those I have read and those I have heard. They may not be too far from what we shall have to do one way or another. Each subject specialist will be associated with a service center. Ideally, there would be three, each corresponding to the broad classification of research subjects at a University, i. e., a center for the humanities, a center for the social sciences, and a center for the pure and applied sciences. Political reality and space limitations probably dictate additional centers for maps and imagery, special collections and the fine arts. At each of these centers there would be located a referral desk which would provide the usual directional and locational information, and, most importantly, would function as the switching point between the client's information needs and the clusters of subject specialists best able to satisfy them. Once at the appropriate center, the client would be directed to the generalist and short-answer duty office for that time period. If the information needs are of a generalist nature or could quickly be answered, the information, in computer accessible or codex form would be supplied via that office. If the information needs required in-depth work or significant subject background, the subject specialist on generalist duty would refer the client to the appropriate subject specialist either immediately or by calling up on a screen an appointment calendar in which the client's name and the information need is entered.

In order to provide such information, and to work with a number of clients with the same information needs, the information centers will require individual offices for each subject specialist. These offices should be of a size capable of housing several computer work stations, each with its associated peripherals, the necessary software, the support documents, and a number of CD ROM discs on which the databases are located. Each office should be enclosed to shut out noise and to allow voice levels normal to conversation to be used by the subject specialist and the clients. (This arrangement will also solve the sometimes acute noise problems resulting from mixing study and reference areas in the Library as it is currently done.) One computer work station will be a terminal requiring cabling for dedication to campus central computer facilities and for data transmission to remote terminals of clientele on other parts of the campus. Another computer work station will be a mini-computer functioning as a backup, should central computing systems go down, and for accessing databases not on CD ROMs. The office should also include an oversize desk so that the subject specialist can consult a number of documents simultaneously, including printouts. There should be at least one table, say 4 ft. by 5 ft., sufficient for small group consultation with data printouts. (A meeting room and a computer-search room would make no sense since the subject specialists will work with clientele and computers at a frequency exceeding the scheduling capacity of all except a very large room. In addition, such rooms remove the

subject specialist from the service center and impose a noisy, distracting environment on both clients and subject specialists.) The offices should be attractively and comfortably furnished for the benefit of clients as much as the subject specialist who will spend a majority of her/his hours in that area. The offices should also have good environmental controls that can be adjusted for the room itself. All this plus the usual accoutrements will require offices about the size of H. Linville's in the Government Publications Department. Ideally, as indicated above, such offices should be clustered within each center, so that subject specialists could easily consult with one another. Less desirable, but feasible would be smaller office clusters scattered strategically throughout the Library. Whatever the exact configuration, such arrangements, I think, would help prepare Library services to cope successfully with the computer and the growth of information through much of the remainder of this century.

xc: J. Boisse
S. Johns
J. Moore
G. Peete

SERVICE POINT REFERRALS
(Analysis for Task Force on Facilitation)

In 1976, P. Gebhard, G. Peete and A. Antony developed and conducted a service point referral study, that they then reported in a report entitled Networking in the Microcosm, or Reference Referrals.

The student population was 14,000 in 1976 or 81% of our current population of 17,000. It was reported that 148 referral forms were received over the three week period, but "half again as many were made without forms". Thus the total of actual referrals was approximately 222. Of the referrals made, 40 were incorrect but assuming that the person needed to be referred to some other point, they are included in this figure. The same numbers adjusted proportionally for increased enrollment would be 272 referrals total or 90 a week. $(222/14,000 \times 17,000 = 272/17,000)$

The breakdown by service point to service point follows based on Table 2 from the report plus extrapolated figures based on the increased enrollment.

Some questions/considerations:

1. The figures get very soft when based on this small a sample from several years ago. The estimated 74 referrals alone which were not documented could change the percentages substantially. If referrals are to be taken into consideration when deciding on the location of service points, a new study should be done with tallies done at intervals throughout the academic year to get current, accurate figures.
2. At what point is the flow considered significant enough to make it imperative to have service points closer together? Or can the relationship be addressed in other ways such as clear traffic patterns between the two, precise obvious direction signs, or clear advice from the service point staff on how to get to the other point?
3. Other considerations such as available space for collections and working space may have a higher priority than proximity to the service points. A major difficulty in planning layouts is that an institution as large as UC3B cannot have all appropriate departments in proximity.

Number of Users Referred Between Two Service Points

			1978	A	1980 (2 Weeks)	1982 (2 Weeks)
Ref	and	GP	27 (23/4)	18.2	18.2	18.2
SEL		Serials	25 (24/1)	16.9	46.9	16.9
Ref		SEL	24 (18/6)	16.2	12.0	12.0
SEL		GP	10 (7/3)	6.7	18.2	6.7
Circ		Serials	9 (6/3)	6.1	16.8	6.1
Circ		ILL	6 (4/2)	4	16.8	4
Serials		ILL	6 (6/0)	4	12.0	4
Serials		Ref	5 (5/0)	3.4	3.4	3.4
Arts		Ref	3 (2/1)	2	5.4	2
Circ		Coll.	2 (2/0)	1.3	1.3	1.3
Circ		SEL	2 "	1.3	3.3	1.3
Circ		GP	2 "	1.3	3.3	1.3
GP		Tech Rep	2 "	1.3	3.3	1.3
Ref		MIL	2 "	1.3	3.3	1.3
SEL		ILL	2 "	1.3	3.3	1.3
SEL		MIL	2 "	1.3	3.3	1.3
SEL		RBS	2 "	1.3	3.3	1.3
Arts		ILL	1 (1/0)	.7	1.9	.7
Arts		MIL	1 "	.7	1.9	.7
Circ		Ref	1 "	.7	1.9	.7
Circ		Spec	1 "	.7	1.9	.7
Curr		GP	1 "	.7	1.9	.7
RBR		Curr	1 "	.7	1.9	.7
RBR		Ref	1 "	.7	1.9	.7
Ref		Black	1 "	.7	1.9	.7
Ref		ILL	1 "	.7	1.9	.7
Ref		Music	1 "	.7	1.9	.7
Ref		Spec Coll	1 "	.7	1.9	.7
Ref		Tech Rep	1 "	.7	1.9	.7
SEL		Bib. Search	1 "	.7	1.9	.7
SEL		Info	1 "	.7	1.9	.7
Serials		Arts	1 "	.7	1.9	.7
Serials		GP	1 "	.7	1.9	.7
Serials		Spec Coll	1 "	.7	1.9	.7
Totals			226	99.3	372.1	99.3

(Parenthetical figures indicate the number of referrals from first named service point to the second followed by the number of referrals from the second to the first. Totals are not rounded.)